



## ROLE DESCRIPTION

<b>Role Title:</b>	Storeperson
<b>Classification Code:</b>	WSE3
<b>LHN/ HN/ SAAS/ DHW:</b>	Department for Health and Wellbeing (DHW)
<b>Hospital/ Service/ Cluster:</b>	SA Health Distribution Centre
<b>Division:</b>	Corporate and Infrastructure Division
<b>Department/Section / Unit/ Ward:</b>	Procurement & Supply Chain Management (PSCM)
<b>Role reports to:</b>	Senior Storeperson, Team Leader, Warehouse Operations Manager
<b>Role Created/ Reviewed Date:</b>	May 2021 / February 2026
<b>Criminal and Relevant History Screening:</b>	<input type="checkbox"/> Aged Care Sector (DHS) <input type="checkbox"/> Working With Children Check (WWCC) (DHS) <input type="checkbox"/> National Disability Insurance Scheme Worker Screening check (DHS) <input checked="" type="checkbox"/> Nationally Coordinated Criminal History Check (NCCHC) <input type="checkbox"/> Protective Security Clearance
<b>Immunisation Risk Category Requirements:</b>	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

## ROLE CONTEXT

### Primary Objective(s) of role:

The Storeperson is responsible for performing efficient and prompt warehouse and distribution services at the SA Health Distribution Centre (SAHDC) with the goal of increasing operational efficiency and customer satisfaction.

These activities include:

- > Upholding and contributing to the Health, Safety and Welfare of themselves and others working at the Distribution centre.
- > Receiving and putaway, picking and packing, replenishment of stock and dispatch.
- > Using Goods to Person (GTP) automated systems, Voice to Pick (VTP) – picking technology, RF scanning devices to assist in storing materials, picking, distribution and product reordering processes.
- > Capturing of product volumetrics.
- > Supporting other team members in PSCM by undertaking any other reasonable request as directed.
- > Warehouse software management system

These activities support the efficient and effective storage and handling of products to PSCM customers, maintenance of high standards of cleanliness and hygiene within warehouses, and efficient receiving and despatch operations that meet the standards of clients.

### Direct Reports:

- > Nil

**Key Relationships/ Interactions:**

The Storeperson is responsible on a daily basis to the respective Senior Storeperson, Team Leader Warehouse Operations Manager, and will form part of a functional team responsible for one of/or a combination of the following activities:

- > Receipt and putaway of products.
- > Picking and packing:
- > Replenishment of Distribution Centre stock.
- > The despatch of goods and products to SA Health sites or internal customers:
- > Capturing of product volumetrics:
- > On-site inventory maintenance task:

The Storeperson establishes and maintains effective and respectful working relationships with a range of stakeholders including:

Internal

- > Procurement and Supply Chain Management managers and staff.
- > Clinicians and Health Service managers and staff.

External

- > Suppliers.
- > Freight providers; and
- > External providers.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Ensuring LHN's receive timely and efficient distribution and supply services that meet agreed standards.
- > Ensuring LHN's are supplied with inventory which enables the achievement of South Australian Health Care objectives.
- > Ensuring compliance with industry and regulatory procurement, logistics and inventory management standards, delegations and practices, WHS directives and Chain of Responsibility regulations.
- > Ensuring continuous improvement of work practices and processes.
- > Ability to rotate across other areas of the warehouse as required.

**Delegations:**

- > Nil

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Receiving and processing goods and products.	<ul style="list-style-type: none"> <li>&gt; Receiving and checking the accuracy of orders against delivery documentation for all inbound deliveries.</li> <li>&gt; Receipt and putaway of products.</li> <li>&gt; Picking via Goods to Person (GTP), Voice to Pick (VTP) and RF Picking processes.</li> <li>&gt; Packing and replenishment of stock.</li> <li>&gt; Decanting of stock via Goods to Person (GTP).</li> <li>&gt; Bulk replenishment of stock.</li> <li>&gt; Receiving and distributing dangerous goods and temperature-controlled products and adhering to dangerous or hazardous product handling safety standards at all times.</li> <li>&gt; Entering and maintaining data and site-specific information in the electronic inventory control system to accurately record the flow of goods and inventory coming in and going out of the DC.</li> <li>&gt; Maintaining data and site-specific information relating to inventory adjustments, stock locations and returns.</li> <li>&gt; Providing advice and assistance to customers and external providers regarding distribution and supply services at the LHN.</li> <li>&gt; Arranging deliveries to other SA Health sites as required.</li> <li>&gt; Operating materials handling equipment in line with Standard Operating Procedures (SOPs).</li> </ul>
Distributing products and maintaining accurate stock levels	<ul style="list-style-type: none"> <li>&gt; Organising roll cages, pallets, totes and freight parcels to specific LHN's locations.</li> <li>&gt; Packing of orders and/or notifying customers those items are available for distribution.</li> <li>&gt; Maintaining accurate electronic records of stock in the electronic inventory control system.</li> <li>&gt; Undertaking cycle counting and stocktake activities and reporting requirements.</li> <li>&gt; Facilitate returns processes, including product quarantining in collaboration with other teams.</li> <li>&gt; Performing daily visual checks of Inventory stock locations and escalating any nil stock to their relevant supervisors and managers to follow up with the Re-Order/Expediting team.</li> <li>&gt; Monitoring direct from supplier imprest nil stock lines and escalating any stock issue to their relevant supervisors and managers to follow-up with the Expediting team.</li> <li>&gt; Investigating stock discrepancies using system generated reports and providing feedback as required.</li> <li>&gt; Identifying changes in the usage of goods within the DC and making recommendations to the Team Leader on the requirements to update PAR levels.</li> <li>&gt; Maintaining an up-to-date knowledge and awareness of the products and consumables used at to ensure distribution services meet operational needs.</li> <li>&gt; Working with outsourced distribution and imprest services where applicable.</li> <li>&gt; Creating new pick-faces and printing imprest and warehouse labels as required.</li> <li>&gt; Operating materials handling equipment in a safe manner that</li> </ul>

	preserves equipment and merchandise minimises damage and is in line with Standard Operating Procedures.
Contribute as a member of a team to the continuous improvement of distribution and supply procedures and practices	<ul style="list-style-type: none"> <li>&gt; Supporting other team members and undertaking other duties and rotations to other sites as necessary to meet team objectives.</li> <li>&gt; Delivering on-time results.</li> <li>&gt; Working with other team members on any impress review activity or site related improvement initiatives.</li> <li>&gt; Maintaining the cleanliness of the work area and in the handling of consumables, mail, and other specialised items.</li> <li>&gt; Supporting the implementation of lean principles.</li> <li>&gt; Participating in change management initiatives across SA Health.</li> <li>&gt; Participating in mandatory training requirements.</li> <li>&gt; Participating in formal performance management processes.</li> <li>&gt; Performing duties in a manner that reflects the values and ethical standards of the Procurement, Supply Chain and Finance Branch.</li> <li>&gt; Contributing to a work ethos that focuses on the achievement of identified program/service outcomes.</li> <li>&gt; Performing duties in a manner that reflects the respectful workplace policy.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications:**

- > Nil

#### **Personal Abilities/Aptitudes/Skills:**

- > Ability to communicate effectively with a diverse range of people, both verbally and in writing.
- > Sound numerical and literacy reasoning abilities.
- > Proven ability to work as an effective team member and contribute to a positive team spirit and a cooperative team environment
- > Interpersonal skills that foster the trust and cooperation of team members and customers.
- > Ability to take initiative and perform tasks with limited supervision.
- > Ability to operate computer-based inventory and warehouse distribution systems.
- > Ability to work within the spirit and principles of the Premier's Safety Commitment and the legislative requirements of the *Work Health and Safety Act 2012 (SA)*, utilising AS/NZS ISO 31000:2009 Risk Management – Principles and Guidelines, or to an equivalent set of standards

#### **Experience:**

- > Experience in distribution and supply operations and processes.
- > Experience in providing an effective customer service and resolving customer issues.

#### **Knowledge:**

- > Knowledge of the principles of stock control with an understanding of inventory control and stock take processes.
- > Understanding of SA Health services and activities.

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications:**

- > Relevant vocational qualifications and/or training.

#### **Personal Abilities/Aptitudes/Skills:**

- > Nil

#### **Experience:**

- > Relevant vocational qualifications and/or training.

#### **Knowledge:**

- > Knowledge of the WHS legislative regulations for the storage and handling of dangerous goods.
- > Understanding and knowledge of imprest and hospital ward systems

### Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have the satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive* or its successor.
- > **Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.**
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

### General Requirements:

\*NB Reference to legislation, policies and procedures includes any superseding versions

Managers and staff are required to work in accordance with the Code of Ethics for the South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act, and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012 (SA)*.
- > *SA Information Privacy Principles*.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009 (SA)*, *Health Care Act 2008 (SA)*, and the *SA Health (Health Care Act) Human Resources Manual*.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To create an inclusive and responsive environment where Aboriginal and Torres Strait Islander consumers are welcomed, valued and respected for their cultural knowledge and lived experiences. Our commitment extends to enhancing culturally safe workplaces by investing in our Aboriginal and Torres Strait Islander workforce, aligning with the *SA Health Aboriginal Workforce Framework*.
- > To elevate the cultural capability of our non-Aboriginal staff, ensuring they can drive meaningful improvements in the health system, policies, planning and practices. This ensures our services are responsive to the cultural needs identified by Aboriginal and Torres Strait Islander people.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- > *Health Practitioner Regulation National Law (South Australia) Act 2010*.
- > *Mental Health Act 2009 (SA)* and Regulations.
- > *Controlled Substances Act 1984 (SA)* and Regulations.
- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time.

SA Health/LHN/SAAS policies, procedures and standards

**Performance Development:**

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

**Handling of Official Information:**

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

**White Ribbon:**

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

**Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

## Organisational Context

### Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

### Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and Far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

### SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

### Health Network/ Division/ Department:

The Procurement and Supply Chain Management service performs both a state-wide strategic leadership and operational role in sourcing, contract management, commercial advice, supply chain and logistics and fleet management to support the delivery of public health services in South Australia.

With a large and diverse workforce the Service provides specialist and critical functions to ensure SA Health can meet its objectives. These functions include:

- > setting and promoting the procurement and supply chain management and policy position for SA Health;
- > developing, implementing and maintaining procurement and supply chain management technology and systems of work;
- > maintaining a strategic awareness to identify areas where technological services can assist in the delivery of procurement and supply chain management;
- > identifying and leading reform projects to continually provide value for money and improve health care services;
- > building capacity within SA Health to effectively undertake procurement activities and manage provider and supplier contracts;
- > developing procurement strategies and leading tenders for large, complex and commercially/politically sensitive items which range from service arrangements with the not for profit sector, ICT goods and services, health consumables and equipment (e.g. biomedical) and other services;
- > developing contract management strategies and managing complex and critical contracts;
- > managing the procurement, storage, replenishment and distribution of items to public hospitals, dental clinics, pathology laboratories, ambulance stations, and primary health care centres;
- > undertaking an emergency management role in supply chain and logistics;
- > managing SA Health's fleet of vehicles; and
- > leading and participating in cross Agency and cross jurisdictional initiatives.

Procurement and Supply Chain Management supports the operations of the Product Standardisation Committee by providing executive office services, liaising with internal and external stakeholders in relation to product standardisation and undertaking primary evaluation of proposals and written reports for the Committee on new products and product standardisation initiatives.

## Values

### SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* (Code of Ethics) provides an ethical framework for the public sector and applies to all public service employees.

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

*The Code of Ethics recognises that some public sector employees are also bound by codes of conduct relevant to their profession.*

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:** \_\_\_\_\_ **Role Title:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## Role Acceptance

### Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

**Name:** \_\_\_\_\_  
**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

### Version control and change history

Version	Date from	Date to	Amendment
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V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	10/07/18	Minor formatting with order of information amended.
V4	11/07/18	26/03/19	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	27/03/19	04/06/19	Added categories for immunisation requirements on front page.
V6	05/06/19	25/06/19	Updated changes to the Criminal Relevant History and Screening.
V7	26/09/19	09/06/20	Updated legal entities to include new regional LHN's.
V8	10/06/20	03/05/21	Update Risk Management Statement
V9	04/05/21	07/12/23	Inclusion of integrity statement under Code of Ethics on Page 6
V10	08/12/23	22/04/25	Updates to the General Requirements section and inclusion of a cultural statement/commitment and criminal history screening requirements, including National Coordinated Criminal History Check (NCCHC).
V11	23/04/2025		