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## SA Health Job Pack

Job Title	Technical Officer Night Shift FMC Blood Bank
Eligibility	Open to Everyone
Job Number	719703
Applications Closing Date	3/4/2020
Region / Division	Flinders Medical Centre
Health Service	SA Pathology
Location	Bedford Park
Classification	TGO2
Job Status	Part time 18.75 hours per week, temporary up to 31 Dec 2020
Total Indicative Remuneration	\$78,590 - \$83,378

## Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Human Services Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- Working with Children Screening - **DHS**
- Vulnerable Person-Related Employment Screening - **NPC**
- Aged Care Sector Employment Screening - **NPC**
- General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at [www.sahealth.sa.gov.au/careers](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

## Immunisation

### **Risk Category A (direct contact with blood or body substances)**

- This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category A (direct contact with blood or body substances). [Please click here for further information on these requirements.](#)

## Contact Details

<b>Full name</b>	Sophia Holden
<b>Phone number</b>	<a href="tel:82044590">8204 4590</a>
<b>Email address</b>	<a href="mailto:Sophia.Holden@sa.gov.au">Sophia.Holden@sa.gov.au</a>

## Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✎ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✎ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

\* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



## ROLE DESCRIPTION

<b>Role Title:</b>	Technical Officer
<b>Classification Code:</b>	TGO-2
<b>LHN/ HN/ SAAS/ DHA:</b>	CALHN
<b>Hospital/ Service/ Cluster</b>	Flinders Medical Centre
<b>Division:</b>	SA Pathology
<b>Department/Section / Unit/ Ward:</b>	Haematology / Transfusion
<b>Role reports to:</b>	Laboratory Manager
<b>Role Created/ Reviewed Date:</b>	October 2019
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)

## ROLE CONTEXT

### Primary Objective(s) of role:

- > The Technical Officer provides a range of diagnostic laboratory functions within the Transfusion Service at Flinders Medical Centre including performing advanced and routine diagnostic laboratory testing and simple and complex investigations
- > Technical Officers employed at this grade will have the technical expertise for routine and advanced complex laboratory testing and investigations

### Direct Reports:

- > None

### Key Relationships/ Interactions:

#### Internal

- > Frequently communicate with Transfusion laboratory staff, senior Transfusion management and Haematology Directorate clinical staff to discuss and implement changes in clinical and laboratory practice, inventory management and development of education and competency programs
- > Interacts closely with personnel at all levels on a daily basis within SA Pathology regarding specimens, tests, results and equipment.

#### External

- > Liaise with clinicians, nursing staff, Transfusion Nurse Consultants, Blood Moves staff to implement SA Pathology and SA Health Transfusion Medicine programs to improve patient blood management
- > Provide Transfusion Medicine education and training sessions for internal and external medical and nursing staff including transfusion nurses
- > Communicate with clients regarding specimens, testing and results.

Exchange of information with requestors and personnel from other Pathology providers to retrieve samples, answer queries and provide test-related information.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Maintain and foster a culture of high quality service within the laboratory.
- > Provide significant contribution to efficient workflow planning and adaption to workload pressures.
- > Interpret scientific literature to provide a comprehensive investigation of any variants detected
- > Developing, implementing and maintaining training and competency programs
- > Co-ordinating training and educational programs for internal and external client groups.

**Delegations:**

None

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<b>Specialised Areas</b>	<ul style="list-style-type: none"> <li>&gt; Ensure that the highest possible patient blood management, scientific, technical standards are maintained in all aspects of SA Pathology Transfusion Services</li> </ul>
<b>Service Provision</b>	<ul style="list-style-type: none"> <li>&gt; Ensure that a high standard of technical, scientific and clinical performance and interface is achieved and maintained through day to day laboratory supervision</li> <li>&gt; Contribute to work practices that conform to current laboratory accreditation requirements, patient blood management programs and ensuring the confidentiality of laboratory results</li> <li>&gt; Liaise with Red Cross to maintain adequate inventories of all blood and blood product requirements for FMC</li> <li>&gt; Perform diagnostic tests as directed and in accordance with established laboratory methods and authorise routine laboratory tests according to standard procedures in the Transfusion Service.</li> <li>&gt; Provide high quality and accurate results within a timeframe determined through established KPIs.</li> <li>&gt; Participate in quality control and quality management programs and monitor daily QC</li> <li>&gt; Liaise with senior staff as appropriate regarding diagnostic interpretive or scientific / technical problems.</li> <li>&gt; Liaise with clients in relation to specimen and test related enquiries; provision of test results and application of technical knowledge towards the review, interpretation and reporting of test results.</li> <li>&gt; Test and maintain laboratory equipment in accordance with established maintenance protocols and, resolve and escalate where required.</li> <li>&gt; Assist with equipment set-up and optimisation through participation in User Acceptance Testing (UAT) within the framework of established change management governance protocols.</li> <li>&gt; Undertake training to enable release of results when appropriate capability has been demonstrated.</li> <li>&gt; Apply inventory management principles so as to facilitate effective consumable utilisation.</li> </ul>
<b>Laboratory Operations</b>	<ul style="list-style-type: none"> <li>&gt; Identify opportunities in liaison with clinical and nursing staff where patient blood management can be improved within SA Pathology.</li> <li>&gt; Participate in the ordering and receipting of all laboratory consumables.</li> <li>&gt; Undertake routine laboratory housekeeping duties.</li> <li>&gt; Maintain records relating to results and sample storage</li> <li>&gt; Provide timely and accurate advice, recommendations, and support to clinicians and nursing staff</li> <li>&gt; Contribute to the development of Blood Safe and Blood Move projects in conjunction with other senior managers within SA Pathology Transfusion</li> <li>&gt; Ensure that appropriate patient blood management standards are maintained through clinical liaison with medical, nursing and laboratory staff, and that systems are effectively developed to meet identified user needs</li> <li>&gt; Provide for the prompt resolution of any problems affecting the ongoing operation of current systems</li> </ul>

<b>Quality Management</b>	<ul style="list-style-type: none"> <li>&gt; Actively participate in the application of Quality Management principles in accordance with appropriate regulatory framework. This includes: <ul style="list-style-type: none"> <li>o Procedural audits and reviews as directed</li> <li>o Implementation of new methods and procedures</li> <li>o Ensuring acknowledgement of relevant procedural updates</li> <li>o Ensuring appropriate and immediate reporting of incidents, errors and complaints</li> <li>o Participate in risk management and continuous quality improvement activities as part of day to day work practices.</li> </ul> </li> <li>&gt; Apply the principles of internal quality control and external quality assurance programs and contribute to the resolution of problems that may arise.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>&gt; Develop and maintain skills to ensure current knowledge in diagnostic, research and development activities of the laboratory.</li> <li>&gt; Participate in professional development activities via internal/external continuing education programs.</li> <li>&gt; Under supervision, participate in research and development projects through application of scientific method.</li> </ul>
<b>Work Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>&gt; Contribute to Work Health and Safety within SA Pathology by taking reasonable care to protect personal health and safety of other staff, wear protective clothing and use safety equipment as directed.</li> <li>&gt; Report incidents and risks in a timely manner.</li> <li>&gt; Handling and processing of biological hazardous samples.</li> <li>&gt; Collaborate with senior staff in resolution of issues and mitigation of risks.</li> <li>&gt; Complete mandatory training obligations including emergency evacuation and fire training.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

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

- > A recognised qualification or equivalent in an appropriate technical discipline

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

- > Ability to prioritise tasks, and meet work deadlines according to standard laboratory procedures.
- > Ability to supervise staff
- > Ability to handle confidential and sensitive information in a professional manner.
- > Ability to work both in a team environment and without supervision when required.
- > Demonstrated effective communication skills.
- > Demonstrated effective numerical and keyboard computer skills.
- > Ability to problem solve in a proactive manner.
- > Ability to speak and write English fluently

#### **Experience**

- > Demonstrated competencies with recent experience in routine operations of a Transfusion Service
- > Experience in the provision of quality pathology services

#### **Knowledge**

- > General knowledge of Immunohaematology and Transfusion Medicine
- > Knowledge of current accreditation and legislative requirements as applied to Pathology Laboratories.
- > Knowledge of legislation, policies and guidelines relating to equal employment opportunity and diversity within public employment.
- > Knowledge of legislation, policies and guidelines relating privacy.
- > Knowledge of Occupational Health, Safety and Welfare legislation

### **DESIRABLE CHARACTERISTICS**

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

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

- > Attention to detail

#### **Experience**

- > Experience in multiple scientific/technical/method domains as applicable to specific diagnostic laboratories with multi-disciplinary functions

#### **Knowledge**

- > Knowledge of general laboratory operations

### Special Conditions:

- > The incumbent is required to fully participate in the laboratory Roster and after suitable training and competency assessment may be required to participate in a 24-hour / 7 day Roster which includes a shift roster and an on-call roster.
- > As required the incumbent may rotate through a range of laboratory work areas.
- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Criminal and Relevant History Screening Assessment clearance.
- > *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Criminal and Relevant History Screening Assessment must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993 (Cth)* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 1998* made in pursuant to the *Aged Care Act 2007 (Cth)*.
- > 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
- > The incumbent is required to fully participate in the laboratory roster which will require participation in a 24-hour/7day roster, and will be located at Flinders Medical Centre

### General Requirements:

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

- > *Work Health and Safety Act 2012 (SA) 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.*
- > *Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia 2014.*
- > *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- > *Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.*
- > *Disability Discrimination.*
- > *Independent Commissioner Against Corruption Act 2012 (SA)*
- > *Information Privacy Principles Instruction*
- > *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008 and the SA Health (Health Care Act) Human Resources Manual.*
- > *Relevant Australian Standards.*
- > *Duty to maintain confidentiality.*
- > *Smoke Free Workplace.*
- > *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*
- > *Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.*

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary

**Performance Development**

The incumbent will be required to participate in the organisation's Performance Review & 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 Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

### 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:

#### SA Pathology

Our mission is to provide:

- > The people of South Australia with comprehensive quality pathology and associated clinical services that improve patient outcomes and the health of the community through a commitment to education, innovation and research
- > Our customers with exceptional services and support
- > Our staff with a working environment conducive to fulfilling their potential
- > The Government of South Australia with cost-efficient, sustainable pathology and clinical services

## 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* 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.

The Code 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 understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

**Name:**

**Signature:**

**Date:**

### Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version
V2	10/04/17	04/07/17	Safety & Quality added
V3	04/07/17		Order & Policy & Procedure
V4	13/12/18		New format