



ROLE DESCRIPTION

Role Title:	Senior Storeperson
Classification Code:	WSE6
LHN/ HN/ SAAS/ DHW:	DHW
Hospital/ Service/ Cluster:	SA Health Distribution Centre
Division:	Corporate Services
Department/Section / Unit/ Ward:	Procurement and Supply Chain Management (PSCM)
Role reports to:	Team Leader Warehouse Operations
Role Created/ Reviewed Date:	February 2014 / March 2024
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<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 Senior Storeperson is responsible for delivering a broad range of warehouse and distribution services in a timely and efficient manner to ensure the effective operations of the SA Health Distribution Centre.
- > These activities include:
 - o Providing effective leadership to storepersons to meet agreed KPI's and service level agreements.
 - o Supervising warehouse staff and daily activities.
 - o Reporting on warehouse productivity.
 - o Supervising and participating in daily warehouse operations and activities, including the receipt, put-away, replenishment, pick and pack, dispatch and inventory maintenance activities.
 - o Providing training to staff members
 - o Assisting in the implementation of changes to ensure efficient and accurate supply chain operations are provided across SA Health
 - o Participating in formal performance management processes.
 - o Supporting other team members in PSCM by undertaking any other reasonable request as directed

Direct Reports:

- > Nil

Key Relationships/ Interactions:

Internal

- > Other Senior Storepersons
- > Health Service Support Managers and staff
- > Procurement and Supply Chain Management managers and staff

External

- > External contractors, suppliers and service providers

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Supporting a high volume semi-automated Distribution Centre operation ensuring Health Services are supplied with the right inventory at the right time which enables the achievement of South Australian Care objectives.
- > Ensuring compliance with industry and regulatory procurement, logistics and inventory management standards, delegations and practices.
- > Ensuring continuous improvement of work practices and processes.
- > Ensuring Health Services receive timely and efficient distribution and supply services that meet agreed standards.

Delegations:

- > Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Provide an efficient and prompt supply chain function	<ul style="list-style-type: none">> Receiving and inspecting warehouse goods for conformance with established levels of quality and standards, and despatching to SA Health sites.> Replenishing pick locations and putting away stock in an efficient manner.> Operating within strict schedules and ensuring the efficient and accurate picking of stock for despatch.> Demonstrating urgency and care in the handling and despatching of urgent orders.> Ensuring returns are processed in a timely manner including quarantining and recalls of stock.> Ensuring the maintenance of goods in storage and contributing to the maintenance and cleanliness of the Distribution Centre and Health Unit warehouses including moving and cleaning trolleys.> Undertaking all relevant documentation associated with the receipt and despatch of goods.> Ensuring materials handling equipment is operated and maintained (both personally and by staff) in a manner that preserves equipment, and merchandise quality and minimises damage.> Operating computer-based warehouse and inventory management

	<p>systems to ensure the accurate recording and management of stock received and despatched.</p> <ul style="list-style-type: none"> > Contributing to the effective time slotting of receipts and transportation to ensure no delays and efficient unloading and loading of stock. > Resolving receiving issues and problems including working with other PSCM teams to ensure purchasing arrangements compliment the operational requirements of the Distribution Centre and Health Unit warehouses. > Resolving despatch issues and problems including working with transport providers and Health Service Support teams to ensure the despatch of goods meets customer requirements. > Ensuring that pallets are exchanged and logistics units coming in and going out of the Distribution Centre and Health Unit warehouses are recorded in line with the pallet management system. > Ensuring temperature-controlled products and dangerous goods are handled following safety standards at all times. > Ensuring stock discrepancies are investigated and feedback is provided to the Inventory team. > Recognising the needs of staff training and ongoing development and escalating needs to management when required. > Ensuring warehouse inventory maintenance tasks are performed and product pick-faces are set-up correctly for new and current products. > Ensure the security of the stock held at the SA Health Distribution Centre is maintained at all times. > Undertaking other duties as directed.
<p>Working relationships are collaborative and effective.</p>	<ul style="list-style-type: none"> > Collaborating with other Senior Storepersons at the Distribution Centre, and Health Units to provide support to warehousing operations and to processes such as cycle counting and stock taking. > Contributing to emergency management situations as required. > Working closely with transport providers and other third-party suppliers. > Working closely with and adhere to the processes and instructions of the Inventory team to achieve accuracy and productivity targets.
<p>Provide on-the-job leadership to a team of Storepersons</p>	<ul style="list-style-type: none"> > Allocating and determining work priorities for warehouse staff responsible for the receiving, putaway, replenishment, picking and despatch of goods. > Providing advice and direction to staff regarding safe work practices, procedures and methods of work to ensure the safety and wellbeing of staff and visitors at the Distribution Centre and Health Unit warehouses. > Supervising the team to consistently delivery on-time results in line with agreed Key Performance Indicators. > Fostering the development of staff through the provision of on-the-job training to build the capacity of the team and ensure the quality of work undertaken. > Supervising the performance of staff by providing feedback and recognising and rewarding achievements. > Participating in, and demonstrating commitment to, operational change initiatives at the SA Health Distribution Centre and Health Unit warehouses. > Supervising staff in performing duties in a manner that reflects the values and ethical standards of the Procurement and Supply Chain Management Branch. > Leading the attainment and maintenance of a work culture that focuses on the achievement of identified program/service outcomes.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Strong literacy and numeracy skills.
- > Ability to operate computerised inventory and warehouse management systems.
- > Ability to allocate and determine priorities, meet critical deadlines and undertake work in a highly organised manner.
- > Ability to communicate effectively with a diverse range of people, both verbally and in writing.
- > Proven ability to work as an effective team member and contribute to a positive team spirit and a cooperative team environment.
- > Ability to operate in a physically demanding operational role.
- > 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 Risk Management - Principles and Guidelines, or to an equivalent set of standards.

Experience:

- > Demonstrated experience in high volume warehouse operations and processes.
- > Experience supervising a team to achieve operational and procedural objectives and targets and successfully resolving conflict within the team.
- > Experience in working with warehouse management and inventory control systems.

Knowledge:

- > Sound knowledge of the principles of inventory management and stock control.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > A certificate in Logistics and Supply Chain Management, Materials Management or equivalent.

Personal Abilities/Aptitudes/Skills:

- > Nil

Experience:

- > Nil

Knowledge:

- > Understanding of health sector services and procurement activities.
- > Knowledge of the OHS&W legislative regulations for the storage and handling of dangerous goods.
- > Knowledge of the principles and practices that support operational warehouse management processes.

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 provided the a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > *For appointment in a Prescribed Position* under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For *'Prescribed Positions'* under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for *'Approved Aged Care Provider Positions'* every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- > Appointment is subject to immunisation risk category requirements. 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:

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 for Health Care Workers in South Australia Policy Directive*.
- > 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)*.
- > *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 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.

- 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
- 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
- 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* 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 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
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	10/06/2020	03/05/2021	Update Risk Management Statement
V9	04/05/21		Inclusion of integrity statement under Code of Ethics on Page 6