

Role Description

Services Assistant - WHA-3



Position Number	P23282	
Position Title	Services Assistant	
Classification Code	WHA-3	
LHN	Flinders and Upper North Local Health Network (FUNLHN)	
Directorate	Aboriginal Health	
Location	Port Augusta	
Department/Unit/Ward	Step Down Unit	
Position reports to	P23283 Project Officer Step Down	
Delegation Level	No finance delegation	No HR delegation
Position Created/Reviewed	June 2024	
Criminal History Clearance Requirements	Working With Children Check (WWCC) (DHS) Unsupervised contact with vulnerable groups (NPC)	
Immunisation Risk Category	Category A	

Role Context

Primary objectives of role:

The Services Assistant is responsible for a high standard of work by providing a timely, efficient and effective service, that involves the catering and cleaning of the health unit. Duties may include the preparation, service and delivery of food to clients, and general housekeeping.

The Services Assistant may also be required to undertake laundry duties.

Key Result Area and Responsibilities

Contribute to the general housekeeping, catering and laundry service of the health unit by:

Utility Services

- Responsible for ensuring no risk of cross infection and accountable for the outcome of cleaning processes which reduces and removes the risk of cross infection
- Windows and high cleaning using ladders and harnesses
- Removal, storage transport of contaminated waste, biological or radioactive
- Full clean of operating theatres, requiring specialist techniques and or experience.

Catering

- Cook café style food items (e.g. French fries, pasta and hamburgers). This does not include food items which require complex recipes
- Prepare special fluids
- See clients re dietary requirements (complex dietary requirements should be referred to the appropriate employee)

Contribute to the efficient and effective operation of the health unit by:

- May require the operation of machinery, equipment and/or facilities, and recording systems including computerized systems.
- Providing assistance and co-operation to other employees.

Demonstrates and maintains a satisfactory knowledge and skill base to perform role by:

- Undertaking training as required and maintaining required skills and knowledge applicable to the role.
- **An employee at Level 3 will be required to perform duties at the lower level**

Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination by:

- Complying with workplace policies and guidelines
- Comply with and have a working knowledge and understanding of the requirements for all staff employed in the organisation in regards to confidentiality.
- Commitment to the continuous improvement in the provision of customer service.
- Comply with and have a working knowledge and understanding of current Food Safety Standards and current Infection Control Standards policies and procedures.
- Correctly utilising appropriate personal protective equipment.
- Participation in continuous quality improvement programs and accreditation activities.
- Ensuring cultural sensitivity is maintained by attending and contribute to their learning in diversity of cultural awareness and cross cultural training, with a frequency to be determined as appropriate by the organisation.
- All staff will actively support and contribute to risk management by maintaining an awareness of the risks relating to their area of responsibility and accountability including the identification and reporting such risks.
- It is the responsibility of every employee to ensure that no official record created or received (in any format) is destroyed without following prescribed retention procedures and subsequent authorization from State Records. It is further the responsibility of every employee they gain an understanding of what constitutes an official record. It is a requirement that all employees will adhere to the prescribed Policy, Procedures & Practices of this organisation in relation to records management.

Contribute to the well-being of people in South Australia through participation in Counter Disaster activities including attendance, as required to participate in responses in the event of a disaster and/or major incident.

Contribute to the promotion and implementation of the Public Sector Act principles and practices and employee conduct standards, in particular Equal Opportunity and Work Health and Safety by adhering to the provisions of relevant legislative requirement.

Knowledge, Skills and Experience

Essential Minimum Requirements

Educational/Vocational Qualifications

- NIL

Personal Abilities/Aptitudes/Skills

- Proven ability to work well within a team environment
- Ability to work in various settings and relate to all levels of staff.
- Flexible approach to work and rostering systems.
- Proven ability to meet deadlines and timeframes.
- Effective interpersonal and communication skills and the ability to relate to people from different cultures, backgrounds and circumstances.
- Ability to provide assistance and co-operation to other staff.
- Demonstrated ability to perform under general direction.
- Ability to use discretion and maintain strict confidentiality.
- Effective written, verbal and numeracy skills.

Experience

- Experience in any of the following areas: housekeeping, cooking/catering and laundry.
- Experience in the use of computer packages eg Microsoft Word, Excel.
- Experience in exercising own judgement and initiative in the day to day execution of a position.

Knowledge

- Knowledge of safe working conditions.
- Knowledge of Food Safety Standards.
- Knowledge of Infection Control Standards, including cleaning and sanitizing processes.
- Knowledge and commitment to customer service principles.
- Knowledge and understanding of the Work Health and Safety Act and Risk Management principles.

Desirable Characteristics

Educational/Vocational Qualifications

- Successful completion of Year 11 High School.
- A current First Aid Certificate.

Personal Abilities/Aptitudes/Skills

- Demonstrated manual handling skills.

Experience

- NIL

Knowledge

- A knowledge of Equal Employment Opportunity legislation
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Key Relationships/ Interactions:

Internal

- The Services Assistant is responsible directly to the Step Down Unit Project Officer on a day to day basis and ultimately responsible to the Manager of Aboriginal Health.

Direct reports:

- **The Services Assistant is responsible directly to the Step Down Unit Project Officer on a day to day basis and ultimately responsible to the Manager of Aboriginal Health.**

Challenges associated with role:

Major challenges currently associated with the role include:

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Special conditions:

- 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 National Police Certificate (NPC).
- Prescribed Positions under the *Child Safety (Prohibited Persons) Act 2016* must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- *Approved Aged Care Provider Positions* as defined under the *Accountability Principles 1998* made in pursuant to the *Aged Care Act 2007 (Cth)* must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police (SAPOL) or from an accredited CrimTrac Provider, confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- Prescribed positions under the *Disability Services Act 1993* must obtain a satisfactory Disability Services Employment Screening through the Department of Human Services (DHS) Screening Unit
- Risk-Assessed roles under the National Disability Insurance Scheme (NDIS) (*Practice Standards – Worker Screening Rules 2018*) must obtain a satisfactory NDIS Working Screening Check through the Department of Human Services (DHS) Screening Unit.
- NPCs and DHS Disability Services Employment Screenings must be renewed every 3 years thereafter from date of issue.
- WWCCs and NDIS Worker Screening Checks must be renewed every 5 years thereafter from date of issue.
- 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.
- Must be an Australian Resident or hold a current working visa.
- Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

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)* 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 2014 (SA)*, facilitating the recovery, maintenance, or early return to work of employees with work related injuries / illness.
- Equal Employment Opportunities (including prevention of bullying, harassment, and intimidation).
- Meet immunisation requirements as outlined by the *Addressing vaccine preventable disease: Occupational assessment, screening, and vaccination Policy*.
- *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse and 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.
- SA Health / FUNLHN / other relevant departmental policies, procedures and standards.

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.

Resilience:

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

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.

Cultural statement:

FUNLHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge, and life experiences they bring to the workplace. FUNLHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Performance development

It is your responsibility to actively participate in the Performance Review and Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated

with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and FUNLHN 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.

Partnering with Consumers

The Flinders and Upper North Local Health Network is committed to involving consumers, communities and carers in the planning, design and evaluation of our health services. We do this through (but not limited to) Flinders and Upper North Local Health Network Board Consumer and Community Engagement Committee, Health Advisory Councils, Community Network Register and with consumer representation on operational committees. Furthermore, advocacy and advice is sought as appropriate from specialist support group Experts by Experience and representatives for mental health, aged care, child and youth care, disability and other groups.

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, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern 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.

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 specific occupation and/or profession.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

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Immunisation Risk Category	Category A	

Role Description Approval

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

Name: _____ **Role Title:** _____
Date: _____ **Signature:** _____

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: _____