

# ROLE DESCRIPTION



<b>Role Title:</b>	Services Assistant
<b>Classification Code:</b>	Health Ancillary Level 2 (WHA2)
<b>LHN/ HN/ SAAS/ DHA:</b>	Limestone Coast Local Health Network (LCLHN)
<b>Hospital/ Service/ Cluster</b>	Bordertown Hospital
<b>Division:</b>	Catering/Utilities
<b>Department/Section / Unit/ Ward:</b>	
<b>Role reports to:</b>	Patient Services Manager
<b>Role Created/ Reviewed Date:</b>	RD template review March 2024
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NDIS Worker Check <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups
<b>Immunisation Risk Category</b>	<input checked="" type="checkbox"/> Category A <input type="checkbox"/> Category B <input type="checkbox"/> Category C

## ROLE CONTEXT

### Primary Objective(s) of role:

The Services Assistant is responsible for 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.

### Direct Reports:

The Services Assistant is responsible directly to the Services Manager on a day to day basis and ultimately responsible to the Executive Officer / Director of Nursing.

### Key Relationships/ Interactions:

Internal

- > Maintains cooperative and productive working relationships within all members of the health care team.
- > Be aware of organisational policies and procedures and act in accordance with such policies.
- > Promote a safe, health and hazard free work environment in accordance with the Work Health Safety Act.

External

- > Maintains relationships with non-government organisations or other government organisations

### Challenges associated with Role:

Major challenges associated with the role include:

- > Prioritising workload demands to meet timeframes in a busy environment, working unsupervised and with diligence to timeframes

- > Requires excellent sound interpersonal and communication skills

#### Delegations:

- > N/A

#### Resilience:

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

#### 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.

#### 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 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.

#### 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.

**Cultural Statement:**

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

**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 Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Screening and Licensing Unit, Department for Human Services (DHS).
- > 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 confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups.
- > Risk-Assessed roles under the National Disability Insurance Scheme (Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory NDIS Working Screening Check through the Department of Human Services (DHS) Screening Unit.
- > National Police Certificates must be renewed every 3 years thereafter from date of issue.
- > Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- > The position is primarily located at Bordertown Hospital, but the incumbent may be required to work from other sites within LCLHN.
- > The incumbent must be an Australian resident or hold a current working visa.
- > 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.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- > Current driver's license and willingness to drive.
- > Must be flexible and willing to participate in a 7 day roster working varied hours/shifts across different settings.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p><b>Contribute to the general housekeeping, catering and laundry service of the health unit by:</b></p>	<p><b>Utility Services</b></p> <ul style="list-style-type: none"> <li>&gt; Undertaking minor sewing repairs (not including making or manufacturing)</li> <li>&gt; Prepare wash, clean, sort, dry, fold, label, iron, pack, deliver and store, as appropriate, laundry, uniforms and linen.</li> <li>&gt; Assist with recording (e.g., impress systems and for sterilization during washing cycle)</li> <li>&gt; Window high cleaning with use of ladders</li> <li>&gt; Routine shampooing of carpets, requiring the use of electronically powered or hand equipment and walking behind cleaning equipment and plant.</li> </ul> <p><b>Catering</b></p> <ul style="list-style-type: none"> <li>&gt; Preparation of breakfasts, soups, gravies and fast serve foods (for example sausage rolls, wraps and bacon and eggs)</li> <li>&gt; Cut a portion of ingredients for meal packs.</li> <li>&gt; Receive stock, reconstitute (requiring decision on temperature and time selection) and plate frozen food.</li> <li>&gt; Notify food complaints to supervisor.</li> <li>&gt; Assist clients to fill-out menus (request for specific dietary requirements should be referred to the appropriate employee)</li> <li>&gt; Service, plate and deliver food.</li> </ul>
<p><b>Contributing to the effective management of material resources by:</b></p>	<p><b>Utility Services</b></p> <ul style="list-style-type: none"> <li>&gt; Request orders for repairs to equipment</li> <li>&gt; Operate mechanical washing machines, sealing units, hot air ovens and laboratory incubators.</li> <li>&gt; Initiate requirements for repairs to equipment.</li> <li>&gt; Check and delivery of gas cylinders.</li> </ul> <p><b>Catering</b></p> <ul style="list-style-type: none"> <li>&gt; Switch on required equipment.</li> <li>&gt; Unlock work areas.</li> <li>&gt; Check off stock lists.</li> <li>&gt; Cashier duties (not independent reconciliation of cash)</li> <li>&gt; Stocking and maintaining, cleanliness and notifying any damage to vending machines.</li> <li>&gt; Initiate ordering for repairs.</li> </ul>
<p><b>Contribute to the efficient and effective operation of the health unit by:</b></p>	<ul style="list-style-type: none"> <li>&gt; May require the operation of machinery, equipment and/or facilities.</li> <li>&gt; Instruction given by way of verbal, written or diagrammatic direction.</li> </ul>

	<ul style="list-style-type: none"> <li>&gt; Providing assistance and co-operation to other employees</li> <li>&gt; Perform routine functions requiring the undertaking of clear and straight forward instruction.</li> </ul>
<b>Demonstrates and maintains a satisfactory knowledge and skill base to perform the role by:</b>	<ul style="list-style-type: none"> <li>&gt; Undertaking training as required and maintaining the required skills and knowledge applicable to the role.</li> </ul>

**An employee at this level will be required to perform duties at the lower level.**

## **GENERAL**

**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:**

- Comply with all SA Health, LCLHN and workplace Policies, Procedures and Guidelines.
- Comply with and have a working knowledge and understanding of the requirement for all staff employed in the organisation in regards to confidentiality.
- Commitment to the continuous improvement in the provision of customer service.
- Participation in continuous quality improvement programs and Accreditation activities.
- Ensuring cultural sensitivity is maintained by contributing to cultural awareness and attending 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 of 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 authorisation from State Records. It is further the responsibility of every employee to ensure 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, 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.**

**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 Safety by adhering to the provisions of relevant legislative requirements.**

## 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.
- > 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

- > Limited experience in the areas of housekeeping, cooking/ catering, and laundry

#### Knowledge

- > Basic knowledge of safe working conditions
- > Basic knowledge of Food Safety Standards
- > Basic knowledge of Infection Control Standards, including cleaning and sanitizing processes
- > Basic knowledge and commitment to customer service principles
- > Knowledge of computer packages eg. Microsoft Office Suite, Microsoft Word, Excel
- > Knowledge and understanding of the Occupational Health, Safety and Welfare 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

- > Experience in the areas of housekeeping, cooking/ catering and laundry

- > Limited experience in the use of computer packages eg. Microsoft Office Suite, Microsoft Word, Excel

**Knowledge**

- > A knowledge of Equal Employment Opportunity legislation





## 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 legal entities include but are not limited to Department for Health and Wellbeing, 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 Inc., 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.

### Limestone Coast Local Health Network:

Residents within the Limestone Coast Local Health Network have access to a wide range of health care services. The Limestone Coast region covers a large geographical area which consists of the Upper and Lower South East, and extends all the way to the Victorian border.

Services provided within the South East region include accident and emergency, day and inpatient surgery, aboriginal health, obstetric services, community health and aged care services.

We have Health facilities located within Mount Gambier, Bordertown, Kingston, Millicent, Naracoorte and Penola. The links below can be used to navigate to detailed information on the different Hospital and Aged Care sites, as well as Country Health Connect.

The health units within the Limestone Coast LHN have dedicated and experienced staff who strive to meet the needs of the community by providing the highest level of health care.

## Values

### LCLHN Values

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

<b>Integrity</b>	<ul style="list-style-type: none"><li>&gt; We know integrity involves not only doing what is right when everyone knows, but also when no one is watching</li><li>&gt; We recognise the importance of our work and display a high standard of professionalism</li><li>&gt; We do what we say and say what we mean</li></ul>
<b>Honesty</b>	<ul style="list-style-type: none"><li>&gt; We engage in open, clear and honest communication</li><li>&gt; We are transparent and truthful in our actions</li><li>&gt; We acknowledge our strengths, limitations and mistakes and learn from these for improvement</li></ul>
<b>Courage</b>	<ul style="list-style-type: none"><li>&gt; We have the courage to speak up and respectfully challenge others</li><li>&gt; We are committed to being a high performing team and support a culture that fosters continued progress and growth</li><li>&gt; We show resilience in the face of adversity</li></ul>
<b>Care</b>	<ul style="list-style-type: none"><li>&gt; We provide compassionate, appropriate and safe care in a supportive and nurturing environment</li><li>&gt; We partner with consumers, family members and carers to help them make decisions and support them along the care continuum</li><li>&gt; We create a culture of care where staff are supported and positively engaged in their work</li></ul>
<b>Respect</b>	<ul style="list-style-type: none"><li>&gt; We seek to understand and value others by putting ourselves in their shoes</li><li>&gt; We listen attentively, communicate openly and act without judgement</li><li>&gt; We recognise and welcome diversity within our community and our staff</li></ul>

### Code of Ethics

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 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.

### Aboriginal Health

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.

## 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:**