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SA Health Job Pack

Job Title	Kanggawodli - Hostel/Accommodation Service Coordinator
Job Number	644812
Applications Closing Date	23 February 2018
Region / Division	Northern Adelaide Local Health Network
Health Service	Aboriginal Health Services
Location	Dudley Park
Classification	WHA4
Job Status	Multiple positions, full time / part time temporary up to 31 Jan 2019
Indicative Total Remuneration*	\$953.00 / \$963.90 p/week (pro rata)

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 Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Child Related Employment Screening - **DCSI**
- ☒ 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 - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	Vicki Nagy, Senior HR Consultant
Phone number	8161 2424
Email address	Vicki.Nagy@sa.gov.au

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



Government of South Australia
SA Health

Northern Adelaide Local Health Network (LHN) JOB AND PERSON SPECIFICATION (NON-MANAGERIAL)

TITLE OF POSITION:

Hostel/Accommodation Service Coordinator

ADMINISTRATIVE UNIT:

SA Health – Northern Adelaide LHN

Classification: WHA4

Health Unit:

Division: Aboriginal Health

Classification Reviewed:

Department / Section:

Position No:

Position Created:

Job and Person Specification Approval

CEO or Delegate

____/____/____
Date

JOB SPECIFICATION

PREAMBLE

The implementation of the National Health Reform in 2011 saw the establishment of five Local Health Networks across SA intended to promote, maintain and restore the health of the communities they serve.

The Northern Adelaide Local Health Network (LHN) provides care for around 341,000 people living in the northern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. More than 3,800 skilled staff provide high quality patient care, education, research and health promoting services.

The Northern Adelaide Local Health Network (NALHN) provides a range of acute and sub acute health services for people of all ages and covers 16 Statistical Local Areas and four Local Government Areas (one of which crosses the Central Adelaide Local Health Network) and includes the following:

- Lyell McEwin Hospital
- Modbury Hospital
- Sub-Acute
- GP Plus Health Care Centres and Super Clinics
- Aboriginal Health Care Services
- Mental Health Services (including two statewide services – Forensics and Older Persons)

NALHN offers a range of primary health care services across the northern metropolitan area of Adelaide, with a focus on providing preventive and health promoting programs in the community, and transition and hospital substitution and avoidance programs targeted at chronic disease and frail aged.

Clinical leadership of care systems is central to the current national and state wide health reforms. NALHN care delivery is configured within clinical divisions that are patient-focused, clinically led groupings of services. Clinical Divisions are responsible for managing service delivery activities across NALHN campuses and units, bringing together empowered experts to directly make relevant decisions.

SUMMARY OF THE BROAD PURPOSE OF THE POSITION and its responsibilities/duties

Kanggawodli is a purpose built facility providing culturally appropriate accommodation and care to Aboriginal clients from rural and remote SA and interstate who are in Adelaide for medical appointments and/or treatment, and their carers or escorts.

Accommodation Service Coordinator will oversee the activities and rostering of the Accommodation Service Officers. Accommodation Service Officers provides social, cultural and practical support to clients and escorts accessing Kanggawodli and associated services.

REPORTING/WORKING RELATIONSHIPS (to whom the person reports, staff for whom the person is responsible, and other significant connections and working relationships within the organisation)

- Reports to the Regional Manager Health Improvement, Aboriginal Health through Hotel Services Team Day to day support provided by the Kanggawodli Site Manager
- The position is required to liaise and interact with all levels of NALHN personnel including other Watto Purrunga staff.
- Allocate and determine work priorities for the Accommodation Services Officers

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.

SPECIAL CONDITIONS (such as non-metropolitan location, travel requirements, frequent overtime, etc)

- Appointment is subject to a satisfactory Background Screening and National Criminal History Check obtained through the Screening and Licensing Unit, Department for Communities and Social Inclusion to be renewed every 3 years thereafter from date of issue.'
- The incumbent will be required to participate in the organisation's annual Performance Review & Development Program.
- May be required to work within other locations of the Northern Adelaide LHN.
- Some out of hours work may be required.
- Will participate in a 24/7 roster

- Support values consistent with the aims of SA Health and the LHN, including honesty, respect and integrity.
- May be required to undertake a health assessment prior to commencement.
- Comply with the Principles of the Code of Fair Information Practice, adopted by the Department of Health, which regulate the collection, use, disclosure, storage and transfer of all personal patient/client information within the Department and throughout its funded service providers.

STATEMENT OF KEY OUTCOMES AND ASSOCIATED ACTIVITIES (group in to major areas of responsibility / activity and list in descending order of importance)

1. Provide leadership to accommodation Services Officer by

- a. Determine and allocate work priorities each shift
- b. Advise and assist to ensure appropriate procedures and safe work practices are maintained
- c. Prepare and maintain rosters for the accommodation services in partnership
- d.

2. Ensure individuals' cultural, social needs are met through

- a. Identify diversional therapy/recreational programs
- b. Provide diversional therapy to individuals and groups using established programs
- c. facilitating access to recreation and leisure opportunities
- d. assist in the coordination of accommodation and travel for clients
- e. provide translation service where possible and required
- f.

3. Ensure individual practical needs are met through:

- a. Assisting with a range of domestic duties, including linen change and facilitating linen providing direct care including assisting with personal hygiene and grooming deliveries and distribution
- b. Will assist residents with personal laundry duties
- c. Will be required to perform duties including, cleaning bathroom areas, dusting moping and general tidying of residential areas
- d. Assist to prepare self-service breakfast each morning including stocking of disposal items
- e.

4. **Respond to individual needs and priorities as identified**
 - a. valuing individual abilities and differences
 - b. communicating any needs with team members, team leaders and other pertinent people as required whilst maintaining confidentiality
 - c. working collaboratively with fellow team members and contribute to the development and stability of the team
 - d. responding to cultural needs as appropriate
5. **Communication**
 - a. Ensure a professional and responsive first point of contact for patients, clients, staff and the general public.
 - b. Assist with the monitoring of information systems, including organising documentation for record management, retrieval and other related tasks.
6. **Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures 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.
7. **Contributes to patient safety and quality by adhering to the Australian Charter of Health Care Rights, understanding the intent of the Australian National Safety & Quality Health Service Standards and participating in quality improvement activities as necessary.**
8. **All employees are responsible and accountable for keeping accurate, legible and complete records of their activities.**
9. **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.**

Acknowledged by Occupant: _____ Date: ____/____/____

PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS (those characteristics considered absolutely necessary)

Educational/Vocational Qualifications

AQF Certificate III relevant to the position

Personal Abilities/Aptitudes/Skills

- High level interpersonal communication skills with people from a broad range of backgrounds.
 - Ability to provide front line customer service to clients.
 - Ability to listen to clients, determine needs and respond accordingly whilst maintaining a high level of confidentiality.
 - Ability to work as a member of a multi-disciplinary team.
 - work with limited supervision
 - Demonstrates initiative and flexibility, creativity, and reliability whilst working with limited supervision.
 - Demonstrates a strong commitment to a high quality service and ongoing improvement.
 - Demonstrated ability in the provision of high quality information including recording and maintaining accurate information.
 - Good time management skills
 - an ability to provide a range of personal care and domestic assistance to people in a way that promotes their independence, values, rights and dignity
 - Work in culturally appropriate, accountable ways and form supportive and collaborative relationships with Aboriginal people families and communities
 - hold a current and valid drivers licence and have the ability to drive Kanggawodli vehicles (manual and automatic) as required
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Experience

- Experience working with Aboriginal people, families and communities
- Experience supervising staff to provide a culturally appropriate service

Knowledge

- Understanding of Aboriginal culture and its impact on health, social and emotional wellbeing
 - Understanding of contemporary gender specific health issues
 - Understanding of social determinants of health in terms of gender, race, ethnicity, socio-economic status, age, sexuality and disability
 - Understanding of Work Health and Safety principles and procedures
 - Understanding of the Australian National Safety & Quality Health Service Standards.
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DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)

Personal Abilities/Aptitudes/Skills

- Understanding of Aboriginal culture and its impact on health, social and emotional wellbeing
 - Understanding of contemporary gender specific health issues
 - Understanding of social determinants of health in terms of gender, race, ethnicity, socio-economic status, age, sexuality and disability
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Experience

- Proven experience in basic computing skills, including email and word processing
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Knowledge

- - Knowledge of Aboriginal language/s and culture from remote Australia highly regarded
 - Experience working in a health or social services setting
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Educational/Vocational Qualifications (considered useful in carrying out the responsibilities of the position)

Other details
