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SA Health Job Pack

Job Title	Operational Services Officer
Job Number	635239
Applications Closing Date	24/11/2017
Region / Division	SA Health – Central Adelaide Local Health Network
Health Service	SA Pathology
Location	Elizabeth Vale
Classification	OPS1 or OPS2
Job Status	Part time 30 hours per week, temporary up to 26/10/2018
Indicative Total Remuneration*	OPS1: \$28,449 - \$53,033; OPS2: \$56,389 - \$61,036

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	Richard Ryan
Phone number	81829287
Email address	richard.ryan@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



Job and Person Specifications

Title of Position:

Classification Code: OPS-1

Administrative Unit:

Directorate: Automated

Discipline Code:

Site:

Type of Appointment☐ Permanent☐ Temporary☐ Other

Term

Term

Section:

Position Number:

Incumbent:

Job and Person Specification Approval

All excluding Executive positions

Executive Positions

Date

Date

CEO/Delegate

Commissioner for Public Employment

Job Specification

1. Summary of the broad purpose of the position in relation to organisation goals

(Its expected outcome and how it is achieved)

Contribute to the efficient operation of SA Pathology by:

- Receiving, sorting and performing preliminary preparation on specimens for analysis.
- Ensuring that specimens are stored and transported under defined conditions.
- Information is entered into the various laboratory computer systems.
- Ensuring external and internal customer enquiries are managed effectively.

2. Reporting/Working Relationship

(To whom the person reports, staff for whom the person is responsible for and other significant connections and working relationships within the organisation)

Responsible to the Manager, via the Supervisor. Receives direction from shift co-ordinators.

The incumbent liaises extensively with staff, customers and the public in general.

3. *Special Conditions**(such as non-metropolitan location, travel requirements, frequent overtime etc)*

- Will be rostered over 24 hours and 7 days. May be required to work overtime which may include weekends and public holidays.
- The incumbent will be required to participate in a skills-based assessment program and undergo such assessments on a regular basis as part of SA Pathology and the Division's Performance Management program.
- Depending on work requirements the appointee may be transferred to other locations within SA Pathology to perform work of a similar nature appropriate to the classification either on a permanent or temporary basis.
- Appointment is subject to a satisfactory Criminal History Report obtained through the Screening and Licensing Branch, Department of Communities and Social Inclusion, to be renewed every three years thereafter from date of issue

4. Statement of Key Outcomes and Associated Activities

(Group into major areas of responsibility/activity and list in descending order of importance)

Contribute to the provision of a timely, accurate and efficient pathology service by:

- Receiving and sorting specimens for analysis.
 - Performing preliminary preparation of samples (eg. centrifugation, separation and dispensing of sub-samples).
 - Duties may include loading laboratory analysers and secondary checking of patient requests.
 - Ensuring samples are stored under appropriate storage conditions (eg in racks, refrigerators and freezers).
 - Delivery of samples to analytical equipment "in-trays" where specified.
 - Ensuring that request details are properly defined and appropriate test codes are recorded.
 - Ensuring that request forms are complete and accurate by liaising with surgeries, hospitals and requesting doctors.
 - Assisting with the preparation and preliminary packaging of samples and other materials for transport to other laboratories or agencies.
 - Depending on site requirements, the incumbent may be required to perform data entry duties.
 - Using the imaging system to create accurate image representations of laboratory request forms.
 - Providing assistance to the telephone enquiry service (Call Centre) when required.
 - Assisting in the provision of specimen information to laboratories in the SA Pathology network.
 - Maintaining good housekeeping procedures.
 - Sorting and delivery of reports to wards, clinics and other locations.
 - Assist SA Pathology in maintaining appropriate accreditation and quality certifications.
- a) Contribute to Occupational 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.
- b) Provide services for the South Australian community consistent with the policies of the elected Government by complying with the Code of Ethics for South Australian Public Sector Employees, SA Pathology Code of Ethics and with all other policies contained in SA Pathology Corporate Manual.
- c) 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 organisation and throughout its funded service providers.

Acknowledgement by Occupant

Date

Person Specification

Essential Minimum Requirements (Those characteristics considered absolutely necessary)

Educational / Vocational Qualifications

(Include only those listed in the Department of Health, Human Resource Manual 3.1 as an essential qualification for the specific classification group)

Personal Abilities / Aptitudes / Skills *(Related to the job description and expressed in a way which allows objective assessment)*

- The ability to work as part of a team and foster cooperation and mutual support among staff.
- The ability to determine priorities, organise workload accordingly and work independently.
- The ability to produce a consistently high standard of work, demonstrating accuracy and attention to detail.
- The ability to communicate effectively with other staff and a wide range of clients.
- An ability to operate effectively with large work volumes and time constraints.
- Display commitment to high levels of customer service.

-
- Demonstrated reliability and attendance
-

Experience *(Including community experience)*

- Experience in dealing with customer enquiries.
-

Knowledge

- Sound knowledge of the meaning of confidentiality.
-

Desirable Characteristics *(To distinguish between applicants who have met all essential requirements)*

Personal Abilities / Aptitudes / Skills

Experience

- Problem solving skills.
 - Willingness to accept additional responsibilities.
 - Basic keyboard skills
 - Previous experience in specimen handling techniques and safety procedures.
-

Knowledge

- Knowledge of medical laboratory procedures.
 - Knowledge of medical terminology.
 - Knowledge of ISO 9002 or other quality standards.
 - Knowledge of Occupational Health, Safety and Welfare Principles.
-

Educational / Vocational Qualifications *(Considered to be useful in carrying out the responsibilities of the position)*

Other Details



Job and Person Specifications

Title of Position:

Classification Code: OPS-2

Administrative Unit:

Directorate: Automated

Discipline Code:

Site:

Type of Appointment☐ Permanent☐ Temporary☐ Other

Term

Term

Section:

Position Number:

Incumbent:

Job and Person Specification Approval

All excluding Executive positions

Executive Positions

Date

Date

CEO/Delegate

Commissioner for Public Employment

Job Specification

1. Summary of the broad purpose of the position in relation to organisation goals

(Its expected outcome and how it is achieved)

Contribute to the efficient operation of SA Pathology by:

- Receiving, sorting and performing preliminary preparation on specimens for analysis.
- Ensuring that specimens are stored and transported under defined conditions.
- Provide support and supervisory functions within the area as directed.
- Information is entered into the various laboratory computer systems.
- Ensuring external and internal customer enquiries are dealt with effectively.

2. Reporting/Working Relationship

(To whom the person reports, staff for whom the person is responsible for and other significant connections and working relationships within the organisation)

Responsible to the Manager, via the Supervisor.

The incumbent liaises extensively with staff, customers and the public in general.

3. *Special Conditions**(such as non-metropolitan location, travel requirements, frequent overtime etc)*

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4. Statement of Key Outcomes and Associated Activities

(Group into major areas of responsibility/activity and list in descending order of importance)

Contribute to the provision of a timely, accurate and efficient pathology service by:

- Receiving and sorting specimens for analysis.
 - Acting as shift co-ordinator as required
 - Performing preliminary preparation of samples (eg. centrifugation, separation and dispensing of sub-samples).
 - Duties may include loading laboratory analysers and secondary checking of patient requests.
 - Ensuring samples are stored under appropriate storage conditions (eg in racks, refrigerators and freezers).
 - Delivery of samples to analytical equipment “in-trays” where specified.
 - Ensuring that request details are properly defined and appropriate test codes are recorded.
 - Ensuring that request forms are complete and accurate by liaising with surgeries, hospitals and requesting doctors.
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Experience *(Including community experience)*

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