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## SA Health Job Pack

<b>Job Title</b>	Phlebotomist
<b>Job Number</b>	646430
<b>Applications Closing Date</b>	16/03/2018
<b>Region / Division</b>	SA Health – Central Adelaide Local Health Network
<b>Health Service</b>	SA Pathology
<b>Location</b>	Mount Pleasant
<b>Classification</b>	OPS1
<b>Job Status</b>	Part time 20 hours per week, Ongoing
<b>Indicative Total Remuneration*</b>	\$28,449 - \$53,033

## 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](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

## Contact Details

<b>Full name</b>	Andrea Worrall
<b>Phone number</b>	8521 2170
<b>Email address</b>	Andrea.Worrall@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



## ROLE DESCRIPTION

<b>Role Title:</b>	Operational Services Officer
<b>Classification Code:</b>	OPS-1
<b>LHN/ HN/ SAAS/ DHA:</b>	CALHN
<b>Hospital/ Service/ Cluster</b>	SCSS
<b>Division:</b>	SA Pathology
<b>Department/Section / Unit/ Ward:</b>	Regional Services
<b>Role reports to:</b>	Laboratory Manager
<b>Role Created/ Reviewed Date:</b>	15/3/17
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)

## ROLE CONTEXT

### Primary Objective(s) of role:

Assist in the provision of an effective and efficient pathology service through performance of duties that may include phlebotomy, data entry, specimen reception and/or courier duties as determined by the laboratory manager

### Direct Reports:

Responsible to the local laboratory manager.

### Key Relationships/ Interactions:

#### Internal

- > Directorate Manager, Regional Services
- > Local Laboratory Manager
- > Local Laboratory Staff
- > Local Phlebotomy and Administration Staff
- > Various SA Pathology Staff (Technical, Scientific, Clerical and Clinical) from other SA Pathology sites

#### External

- > Local General Practitioners
- > Local Hospital staff (Nursing and Medical)

**Challenges associated with Role:**

> Nil

**Delegations:**

> No financial delegations

**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, 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.
- > *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 Guidelines for Health Care Workers in South Australia 2014*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > Code of Fair Information Practice.
- > 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.

### 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.

### Special Conditions:

- Participation in out of hours roster including weekends, public holidays and shift work.
  - Some intra-state travel will be expected.
  - Maintenance of a current Class C Driver's Licence is essential.
- > 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 *Children's Protection Act (1993)* must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993 (Cth)* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 1998* made in pursuant to the *Aged Care Act 2007 (Cth)*.
- > 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.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Customer Service	<p>Contribute to the provision of the reliable and efficient diagnostic regional pathology service by:</p> <ul style="list-style-type: none"> <li>➤ Collecting blood samples from adults, children and infants.</li> <li>➤ Organising and providing specialised test procedures.</li> <li>➤ Collecting samples such as urine, swabs, skin and breath.</li> <li>➤ Advising clients on any special requirements prior to the test procedure.</li> <li>➤ Collection of specimens for research or commercial purposes.</li> <li>➤ Providing a basic first aid service for staff as required.</li> <li>➤ Contributing to the review of specimen collection procedures.</li> <li>➤ Providing advice to SA Pathology clients on specimen collection procedures.</li> <li>➤ Assisting with the collection of information for research and administrative projects.</li> <li>➤ Domiciliary collection service</li> </ul>
Administration	<p>Provide administrative and clerical support by:</p> <ul style="list-style-type: none"> <li>➤ Answering telephone and counter enquiries.</li> <li>➤ Data processing and report printing.</li> <li>➤ Distributing and filing reports and memos etc.</li> <li>➤ Typing and word processing.</li> <li>➤ Maintenance of equipment, consumables and work areas in a clean, safe and well-resourced state.</li> <li>➤ Courier duties as required.</li> </ul>
Performance Development	<p>Participate in the continuing education programs conducted within SA Pathology</p>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications**

- Holds, working towards or willing to work towards Cert 3 in Pathology

#### **Personal Abilities/Aptitudes/Skills:**

- Typing and keyboard skills.
- The ability to work as part of a team.
- Good communication skills.
- An understanding of patient confidentiality.
- An ability to show empathy and understanding to patients.
- Good manual dexterity.

#### **Experience**

- Nil

#### **Knowledge**

- Nil

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications**

- Successful completion of the Certificate IV in Pathology Specimen Collection or equivalent or can demonstrate a high skill level in all aspects of venepuncture and specimen collection in current employment.
- Hold a current Senior First Aid Certificate.

#### **Personal Abilities/Aptitudes/Skills:**

- Nil

#### **Experience**

- Experience in a hospital/pathology specimen collection environment or pathology laboratory.
- Experience in a medical environment.
- Word processing and data base experience.

#### **Knowledge**

- A knowledge of office procedures.
- A knowledge of medical terminology.
- A knowledge of OH&S guidelines.
- Knowledge of the SA Pathology.

## 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, Country Health SA 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.

### Health Network/ Division/ Department:

The Regional laboratories provide a diagnostic pathology and collection service to the local community in both the hospital and private GP sector. The SA Pathology laboratories are part of the community and strive to meet the needs of the local population and Country Health SA Local Health Network by delivering a service that is timely, accessible and of a high standard to ensure the best outcomes for all patients.



## 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.

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:** Lucas Semmler

**Role Title:** Directorate Manager, Regional Services

**Signature:**



**Date:** 15 March 2017

## 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:**