

i can

...do something
more meaningful



SA Health Job Pack

Job Title	Phlebotomist
Job Number	627641
Applications Closing Date	25/8/2017
Region / Division	SA Health - Central Adelaide Local Health Network
Health Service	SA Pathology
Location	Adelaide
Classification	OPS1
Job Status	Multiple vacancies, Part time, temporary and ongoing
Indicative Total Remuneration*	\$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 - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	Janine Cox
Phone number	82223878
Email address	janine.cox@health.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

Role Title:	Phlebotomist
Classification Code:	OPS1
LHN/ HN/ SAAS/ DHA:	CALHN/SA Pathology
Service	SA Pathology
Division:	Marketing
Section :	Patient Services
Role reports to:	Area CSC
Role Created/ Reviewed Date:	ER Date of Vacancy

ROLE CONTEXT

Primary Objective(s) of role:

- > Is a patient sensitive role that requires a duty of care
- > Contribute to the efficient operation of Patient Services by providing a high level of customer service and care to patients during the course of duties: Phlebotomy, specimen collection, specimen management and administration.
- > The management of specimens in the pre-analytical stage that ensures the delivery of quality samples for testing that leads to the timely diagnosis and treatment of the patient.

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

- > Reports to the Clinical Services Coordinator/ or delegate.
- > Works under the direct or indirect supervision of a Registered Nurse.
- > Ensures cooperative and productive working relationships with all members of the health care team.

Key Relationships/ Interactions:

Main Contacts Internal

- > Clinical Services Coordinator/ or delegate.
- > Collaboration with nursing staff responsible for clinical governance.

All members of the health care team within SA Pathology and SA Health that access or are integrated with Patient Services.

Roles/ committees/ working parties/ project teams or organisations

- > There is an expectation that all staff will be proactive and cooperative in organisational standards.

- > Expectation to respond to and take action across all mediums of communication.
- > Comprehends and prioritise information that contains directives and important information.

Main Contacts External

- > Patients/significant others
- > Doctors
- > All members of the health care team where SA Pathology provides a Patient Services.

Difficulties in communication

- > Difficulties with communication need to brought to the attention of the direct line manager

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Recognising how they contribute to the big picture
- > Adapting to a changing environment
- > Working autonomously or in a team
- > Core standards of organisation/ consumer expectation/ Laboratory expectations
- > Meeting KPI of workplace priorities and time efficiency
- > Fast paced environment/customer conflict.

Delegations:

Required to adhere to procurement and contract procedures, this may include ordering stationary, equipment and consumables

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 (WHS)
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- > 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.

Special Conditions:

- > 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.
- > Appointment may be subject to a Functional Capacity test (FCT) to determine the physical suitability for the job role.
- > 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 successful 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.
- > Will be required to work extended hours to cover designated collection centre timings that include covering weekends and public holidays.
- > Demonstrate yearly competency of first aid in the specimen collection environment.
- > The successful incumbent may be required to work in SA Pathology Patient Centres on a rostered basis, as well as in hospital settings and also perform domiciliary collections.
- > You will be required to work over 5, 6 or 7 day roster dependent on the requirements of the position and will include extended hours depending on customer needs.
- > You will be provided with a SA Pathology Corporate uniform and will be required to adhere to

associated Policy and procedure.

- > Participate in staff meetings and discussions.

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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Achievement of Patient Services Goals	<ul style="list-style-type: none">> Demonstrate an understanding of and support business objectives to meet KPI's.> Demonstrate an awareness of both internal and external factors and influences that may affect own work outcomes.> Provide an empathetic and high quality customer service to SA Pathology clients and staff that meets a Duty of Care.> Demonstrate behaviour consistent with the principles, values and ethics of the organisation.> Provide support to effective financial monitoring, and adhere to procurement and contract procedures.
Standard Operational Activities	<ul style="list-style-type: none">> Demonstrate an awareness of and solve everyday problems that may impact on own designated work tasks.> Deliver efficient and effective specimen collection from adults, children and infants by implementing the current specimen collection policy and procedures.> Undertake standard daily duties to ensure the efficient operation of a collection centre as detailed in PRC-CPS-6.> Provide accuracy in the provision of information and performance of the job role.> Ensure the provision of basic first aid, to manage and limit complications during procedures.> Ensure that equipment and consumables are maintained in a

	<p>clean, safe and well resourced state in accordance to NATA and WHS standards of accreditation.</p> <ul style="list-style-type: none"> > Participation in quality improvement activities. > Adherence to WHS and Infection Control policies and practices. > Use of Millennium (Enterprise Patient Laboratory Information System)
Professionalism	<ul style="list-style-type: none"> > Demonstrate consideration of consumer needs. > De-escalate situations of conflict. > Share information, build relationships and communicate in a clear and concise manner. > Demonstrate timeliness that impacts positively on customer service. > Actively support colleagues in a team environment. > Present a professional personal appearance and a willingness to adhere to the organisations uniform policy.
Communication	<ul style="list-style-type: none"> > Accept constructive feedback and acknowledge accountability.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Successful completion of the Certificate III in Pathology Specimen Collection or an equivalent qualification approved by the delegate.
- > Current Drivers Licence

Personal Abilities/Aptitudes/Skills:

- > Excellent communication skills (oral and written) to support effective liaison, and cooperation with staff at all levels. Listens to and considers different ideas and discusses issues with consideration and care.
- > Excellence in Customer service orientation and demonstrated commitment to the achievement of customer expectations which is positive, timely, accurate and supports a commitment to patient confidentiality.
- > Demonstrated computer skills
- > Ability to work effectively under general direction, to prioritise and to achieve high standards of work performance.
- > Demonstrates a sound work ethic related to industrial expectations.
- > Possess an energetic, dynamic and proactive approach to the work role.
- > Demonstrates a commitment to continual professional development related to the work role.
- > Personal integrity accuracy when working autonomously

Experience

Knowledge

- > Of office procedures
 - > Of Work Health and Safety, Infection control principles and guidelines and medical terminology.
- Of SA Pathology and SA Health Structure

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Customer Service Certificates

Personal Abilities/Aptitudes/Skills:

Demonstrates emotional intelligence and maturity

Experience

- > Managing customers in a high thru put area
- > Current experience In a hospital/pathology specimen collection environment or pathology laboratory, a medical practice, or a nursing Home.

Knowledge

- > Understanding of “Consumers” rights within a Health Care setting

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:

CALN – SA Pathology - Patient Services

Our mission is to provide:

- > The people of South Australia with comprehensive quality pathology and associated clinical services that improve patient outcomes and the health of the community through a commitment to education, innovation and research
- > Our customers with exceptional services and support
- > Our staff with a working environment conducive to fulfilling their potential
- > The Government of South Australia with cost-efficient, sustainable pathology and clinical services.

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:

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: