

<b>Position</b>	Patient Services Assistant
<b>Classification</b>	<b>WHA3</b>
<b>Division</b>	Corporate
<b>Department / Section / Unit / Ward</b>	Hotel Services
<b>Role reports to</b>	Operationally: > Site Manager, Hotel Services Professionally: > Manager, Corporate Services – Hotel Services
<b>CHRIS 21 Position Number</b> FMC - M54400 / M54499 & NHS - M56351/ M56352/ M56353/ M56354/ M56487/ M56355	<b>Role Created / Review Date</b> 19/12/2019
<b>Criminal History Clearance Requirements</b> <input type="checkbox"/> Child - Prescribed (Working with Children Check) <input checked="" type="checkbox"/> National Police Check	<b>Immunisation Risk Category</b> Category A (direct contact with blood or body substances)

## JOB SPECIFICATION

### Primary Objective(s) of role:

Hotel Services Department is committed to providing the highest possible level of quality service. This is achieved by team work ensuring functions are consistent with daily work routines and schedules maintained as per agreed procedures.

### Direct Reports: (List positions reporting directly to this position)

> Nil

### Key Relationships / Interactions:

#### Internal:

- > Directly reports to Service Supervisor/Floor Co-ordinator
- > Follows direction and advice from Team Leader
- > Close working relationships within a multi-disciplinary team
- > Line responsibility to Manager, Corporate Services through Site Manager Hotel Services
- > Works collaboratively with staff and all members of the health care team;
- > Contributes to the day to day operations of the unit

#### External:

- > Patients/carers/parents who are the research subjects;
- > Relevant government and non-government organisations as required to meet the needs of the client group.

### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Physical fitness and repetitive manual tasks
- > Fatigue of compassion when caring for vulnerable clients

**Delegations:** (As defined in SALHN instruments of delegations)

(Levels / limits of authority in relation to finance, human resources, Work Health and Safety and administrative requirements as defined by Departmental delegations and policies.)

Financial	N/A
Human Resources	N/A
Procurement	N/A

**Resilience**

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

**Performance Development**

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and SALHN 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, Procedures and legislative requirements including but not limited to:

- > National Safety and Quality Health Care Service Standards.
- > *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 in the Immunisation for Health Care Workers in South Australia Policy Directive.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > *Public Interest Disclosure Act 2018*.
- > Disability Discrimination.
- > Information Privacy Principles.
- > 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.

#### 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* and Child Safety (Prohibited Persons) Regulations 2019 must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.
- > Working with Children Clearance must be renewed every five (5) years.
- > 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the *Aged Care Act 2007* (Cth) must be renewed every 3 years.
- > Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- > 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 2008* 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.
- > May be required to undertake a health assessment prior to commencement.
- > May be required to work on a 7 day roster basis covering all duties associated with Hotel Services as prescribed in the activity schedules in the South Australian Government Health Etc. Ancillary Employees Award. Duties can be carried out within any area of SALHN depending on skill matrix and training.
- > To maintain availability and flexibility (call in with limited notice)
- > Some out of hours work may be required.
- > Must be prepared to attend relevant meetings and staff development / education activities as required.
- > Uniforms will be provided and must be maintained in a hygienic manner by the incumbent as per uniform policy.

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> <li>&gt; Commitment to delivering high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan.</li> <li>&gt; Commitment to providing a level of care that we would expect for our friends &amp; family.</li> <li>&gt; Demonstrate a commitment to consumer participation.</li> </ul>
Work Health & Safety	<ul style="list-style-type: none"> <li>&gt; Contribute to a safe and healthy work environment, free from discrimination and harassment by working in accordance with legislative requirements, the Code of Ethics for the South Australian Public Sector and departmental human resource policies, including WHS requirements.</li> <li>&gt; Complying with WHS policies and procedures within Southern Adelaide Local Health Network</li> <li>&gt; Protecting your own and others' health and safety at work</li> <li>&gt; Reporting any hazards or incidents to the supervisor as soon as practicable</li> <li>&gt; Use any equipment provided and undertake any reasonable instruction from Supervisors/Manager</li> <li>&gt; Assisting with hazard identification, risk assessment and control measure process when</li> <li>&gt; Work related incidents/injuries occur</li> <li>&gt; Hazards are reported</li> <li>&gt; Purchasing new equipment</li> <li>&gt; Workplace changes</li> <li>&gt; When there are changes in relevant legislation</li> <li>&gt; Ensuring that the appropriate documentation is completed, in conjunction with the manager/supervisor, following a work related incident/injury and/or the reporting of a hazard</li> <li>&gt; Assisting with appropriate follow-up following the reporting of hazards and/or work-related incidents/injuries</li> </ul>
Comply with the Food Safety Standards at NH and (if applicable) FMC by:	<ul style="list-style-type: none"> <li>&gt; Assisting in identifying potential hazards</li> <li>&gt; Assist in determining steps to control (Critical Control Points)</li> <li>&gt; Assist in establishing critical limits</li> <li>&gt; Follow systems to monitor (Critical Control Points)</li> <li>&gt; Follow corrective action plans</li> <li>&gt; Follow appropriate recording procedures</li> <li>&gt; Attending all required mandatory training within the required timeframe</li> </ul>
Commitment to achieving and complying with National Safety & Quality Health Service Standards	<ul style="list-style-type: none"> <li>&gt; Participating in Team planning activities</li> <li>&gt; Complying with standards of practice, SA Health policies and procedures</li> <li>&gt; Aiming to improve the quality of work processes and individual work practices</li> </ul>
Contribution to effective operation of unit	<ul style="list-style-type: none"> <li>&gt; Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers.</li> <li>&gt; Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector).</li> </ul>

- > Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA) (WHS), Awards and Enterprise Agreements.
- > Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions.
- > Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.
- > Responsible to undertake agreed daily work routines and methods as documented in order to deliver quality hotel support services to Southern Adelaide local health network by undertaking a combination of tasks that are identified in level 2 and 3 activity schedules in the South Australian Government Health Etc. Ancillary Employees Award.
- > Participate in developing a team environment that exercises judgment and initiative in the day-to-day execution of their own work and provide assistance and cooperation to other employees, by sharing knowledge of work practice, being flexible in work routines and communicating with all levels of staff.
- > Comply with security requirements by accessing/securing areas, handling stock and switching on/off and/or operating equipment.
- > General and/or specialised cleaning of areas and/or equipment, removal of soiled linen, transportation of patients, files, specimens, equipment, exchange and transport of gas cylinders, moving of furniture. Routine maintenance, including carpet shampooing, high/low cleaning, washing walls, internal window washing and any other duties as directed.
- > Be responsible for your organisational, professional and personal training and development activities by:
  - Attending all required Mandatory training within the required timeframe
  - Undertaking an bi annual Performance Review, which identifies your training requirements

## 1. ESSENTIAL MINIMUM REQUIREMENTS

### Educational/Vocational Qualifications

- > Nil

### Personal Abilities/Aptitudes/Skills

- > Ability to work with minimal supervision and as an effective team member.
- > Ability to exercise judgment on day-to-day tasks.
- > Flexible approach to work routine.
- > Sound interpersonal skills with the ability to relate to multi-disciplinary staff.
- > Ability to maintain the values of SALHN.
- > Ability to prioritise.
- > Ability to provide good customer service.
- > Ability to meet the physical requirements of the job which include medium strength manual handling.
- > Proven commitment to the principles and practise of:
  - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
  - Quality management and the provision of person and family centred care.
  - Risk management.

### Experience

- > Customer service or dealing with empathy.

### Knowledge

- > Awareness of National Safety and Quality Health Service Standards.
- > Understanding of Delegated Safety Roles and Responsibilities.
- > Understanding of Work Health Safety principles and procedures.
- > Understanding of Quality Management principles and procedures.
- > Awareness of person and family centred care principles and consumer engagement principles and procedures.
- > A working knowledge of cleaning procedures and general hospital equipment
- > An understanding of the concepts and benefits of multi-skilling
- > Knowledge of conflict resolution techniques/skills

## 2. DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)

### Personal Abilities/Aptitudes/Skills

- > Nil

### Experience

- > Proven experience in basic computing skills, including email and word processing.
- > Experience working in a Hotel services environment or a health care facility.
- > Commercial cleaning certificate.

### Knowledge

- > Awareness of the Charter of Health and Community Services rights.

### Educational/Vocational Qualifications

- > Nil

### Other Details

- > Nil

## 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.

## SA Health Challenges

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce strategies, and ageing infrastructure. The SA Health Strategic Plan has been developed to meet these challenges and ensure South Australians have access to the best available health care in hospitals, health care centres and through GPs and other providers.

## 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 Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

## Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network > Southern Adelaide Local Health Network > Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network > Yorke and Northern Local Health Network > Flinders and Upper North Local Health Network > Riverland Mallee Coorong Local Health Network > Eyre and Far North Local Health Network > South East Local Health Network

## Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes

- > [Flinders Medical Centre](#)
- > [Noarlunga Hospital](#)
- > [GP Plus Health Care Centres and Super Clinics](#)
- > [Mental Health Services](#)
- > Sub-acute services, including [Repat Health Precinct](#)
- > [Jamie Larcombe Centre](#)
- > [Aboriginal Family Clinics](#)





### 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; it sets out the **South Australian Public Sector Values** as:

- > **Service** – We proudly serve the community and Government of South Australia.
- > **Professionalism** – We strive for excellence.
- > **Trust** – We have confidence in the ability of others.
- > **Respect** – We value every individual.
- > **Collaboration & engagement** – We create solutions together.
- > **Honesty & integrity** – We act truthfully, consistently, and fairly.
- > **Courage & tenacity** – We never give up.
- > **Sustainability** – We work to get the best results for current and future generations of South Australians.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

### Domestic and Family Violence

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.



**Role Acceptance**

I have read and understand the responsibilities associated with the WHA3 Patient Services Assistant within Corporate – Hotel Services and organisational context and the values of SA Health as described within this document.

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Name

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Signature

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Date