



ROLE DESCRIPTION

Role Title:	Fleet Coordinator, Customer Services
Classification Code:	AS03
LHN/ HN/ SAAS/ DHA:	SCSS
Hospital/ Service/ Cluster	SA Pathology
Division:	Corporate Services
Department/Section / Unit/ Ward:	Customer Services, Frome Road
Role reports to:	Manager, Customer Services
Role Created/ Reviewed Date:	20 August 2024
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working with Children’s Check (WWCC (DCSI)) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The Coordinator is responsible for a range of Customer Service activities including daily fleet coordination tasks and assisting in Consumer Products Support Services activities. The position will support the Supervisors with their day-to-day supervision of the SA Pathology Customer Services department with duties inclusive of weekend shifts and public holidays. This position delivers:

- > Excellence in professional customer care, interaction and over the phone customer service.
- > Excellence in effective and efficient use of courier fleet.
- > Provision of staff training and support.
- > Assist in Support Services activities in the Customer Services department.

Direct Reports:

- > No direct report, but coordination of approximately 55 FTEs.

Key Relationships/ Interactions:

Internal

- > Co-ordinate staff
- > Works harmoniously with staff and customers.
- > Liaise and work harmoniously with various Directorates and departments.

External

- > Liaise and work harmoniously with clients.
Liaise and work harmoniously with suppliers and contractors.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Maintain a high degree of accuracy in a busy environment.
- > Ability to co-ordinate fleet courier staff quickly and ensuring effective and efficient utilisation of resources.
- > Ability to resolve matters with tact and confidentiality.
- > Maintain customer service excellence.

Delegations:

- > NIL

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Service Standards	<p>Contribute to the provision of an efficient, effective and competitive Customer Service department that meets the needs of SA Pathology and the needs of clients by:</p> <ul style="list-style-type: none">> Providing timely, professional, courteous and responsive telephone enquiry service> Provide accurate and relevant information to both drivers and clients> Supporting the day-to-day activities and administration of the courier service> Providing advice/guidance, training and assistance to staff> Championing change under the direction of the Manager, Customer Service and Supervisors> Assist the Supervisors in ensuring that staff provide services in a timely, accurate and concise manner and deal with clients/fellow employees in a courteous, friendly and helpful manner <p>Provide a client service which supports the promotion of SA Pathology by:</p> <ul style="list-style-type: none">> Interacting with clients and customers in a friendly and professional manner to ensure the highest levels of customer service> Assisting with any over the counter queries from courier, clients and internal SA Pathology staff.
Maintenance	<p>Contribute to the provision of an efficient and reliable medical courier service to doctors surgeries and hospitals by:</p> <ul style="list-style-type: none">> Ensuring adhoc client calls are correctly dispatched using the most cost effective and efficient method> Ensuring all phone calls and queries are handled in a prompt and professional manner> Ensuring database is current and accurate by providing feedback to the courier supervisors> Ensuring drivers are briefed and equipped correctly for each shift> Liaising with external contract companies to ensure the effective and efficient delivery of specimens to the Laboratory> Maintaining applicable run schedules> Allocation of vehicles to routes in order to best maximise route efficiency

	<ul style="list-style-type: none"> > Monitoring of courier fleet to ensure vehicles are maintained and serviced correctly > Use GPS to best manage the courier fleet > Ensure the constant monitoring of the GPS system in that alert alarms can be reacted to > Assist in performing printing services and Support Services activities as required to ensure the department meets turn-around time.
Assisting Management	<p>Contribute to the effective management of the Customer Services department by:</p> <ul style="list-style-type: none"> > Assisting the Supervisors with the introduction of new technology and/or equipment > Promote a culture of continuous improvement > Seek and/or respond to client feedback with a view to meeting the needs of internal and external clients in a timely manner > Participate in appropriate strategic planning activities > Implement section quality management objectives > Assist with the development and implementation of protocols and procedure within the framework of SA Pathology principles > Assist with monitoring and reviewing scheduled data collection
Projects	<ul style="list-style-type: none"> > Undertake specific projects as directed

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Highly developed interpersonal skills
- > Proven ability to work as part of a team.
- > Ability to prioritise work schedules.
- > Ability to work under minimal supervision and exercise sound judgement and discretion
- > Ability to work in a cheerful and courteous manner, display politeness and express willingness to help clients and staff with any difficulties
- > Reliable, punctual
- > Highly devolved telephone manner and the ability to handle a large number of phone calls
- > Experience in a customer service industry with an emphasis on direct dealing with the clients
- > Proven ability to make consistently correct business related decisions with various data and information sources provided.
- > Ability to work in a busy operationally focused environment.

Experience

- > Experience in maintaining a high level of data and process accuracy in a busy environment
- > Experience in the use of various computer software including Microsoft Office products and Access database.
- > Experience in the prioritising of work
- > Experience in staff training and supervision

Knowledge

- > Knowledge of Fleet and Courier Operational Issues
- > Knowledge of Equal Opportunity, WHS and the principles of Public Administration and personnel management
- > An understanding and demonstrated commitment to the principles of confidentiality and privacy
- > Knowledge of Quality Management principles

DESIRABLE CHARACTERISTICS

Personal Abilities/Aptitudes/Skills:

- > Experience in a medical environment

Experience

- > Experience in courier dispatch related work
- > Experience in call centre environment

Knowledge

- > Knowledge of customer relations
- > Knowledge of medical terminology
- > An awareness of the requirements of infectious material and Chain of Custody transportation
- > Knowledge of SA Pathology and its customer base

Special Conditions:

- > SA Pathology operates a 24 hour, 7 day per week service, including Public Holidays. Shift work and overtime may be required.
- > The incumbent may be required to enter into an annual performance agreement for the achievement of specific or service or program outcomes.
- > SA Pathology is a State-wide service. Some Interstate and Intrastate travel may be required.
- > 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.

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.
- > Information Privacy Principals Instruction – Premier and Cabinet Circular 12.
- > 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.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

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.

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 always 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.

Resilience:

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

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:

SA Pathology exists to provide a high quality accessible service to our patient and our population. We achieve excellent service by ensuring our staff are capable, competent and continuously improving through regular performance monitoring and review. Our aim is to develop personal and professional objectives aligned to our service obligations to provide career pathways and high morale and motivation within a safe and well managed work environment. SA Pathology is committed to being a positive contributor to improved patient outcomes through the provision of appropriate, timely and accurate diagnostic information.

The Customer Services department comprises of two main functions: Courier, and Consumer Products Support Services which provides services to both internal SA Pathology departments and external clients of SA Pathology.

Couriers support SA Pathology by providing face to face and over the phone customer service, while contributing to timely specimen retrieval and delivery service. The courier service includes fixed courier collection times, adhoc calls, consumer products and hard copy report deliveries. There are approximately 40 courier drivers providing service over fixed and flexible runs throughout the greater Adelaide area.

The Consumer Products Support Services department provides a range of services including the provision of printing, foot courier, internal mail, Consumer Products distribution and front reception functions.

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 **ICARE** (Integrity, Compassion, Accountability, Respect and Excellence)
- > 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
- > Professionalism – Strive for excellence.
- > Honesty & integrity – Acting at all times in such a way as to uphold public trust.
- > Accountability – Holding ourselves accountable for everything we do.
- > Personal Conduct Standards – Exhibiting the highest standards of professional conduct.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

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: