



ROLE DESCRIPTION

Role Title:	Support Services Attendant
Classification Code:	WHA2
LHN/ HN/ SAAS/ DHA:	Northern Adelaide Local Health Network
Hospital/ Service/ Cluster:	Hotel Services
Division:	Older Persons Mental Health/ Forensic Mental Health
Department/ Section/ Unit/ Ward:	Northgate House / Kenneth O'Brian Centre
Role reports to:	Hotel Services Co-Ordinator
Role Created/ Reviewed Date:	
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working with Children Check (WWCC) (DHS) <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 checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The Support Services Attendant is responsible for a high standard of work, providing a timely, efficient, and effective general service undertaking duties in a range of activity areas as described in this duty statement.

The Support Services Attendant may be required to work within several areas of the Health Service including kitchen, laundry, and housekeeping. Support Services Attendants at this level will have limited experience in the catering industry, however, may apply specific knowledge gained through prescribed training and experience.

Direct Reports:

REPORTING/WORKING RELATIONSHIPS

Responsible to the Hotel Services Coordinator for the provision of food, laundering and cleaning services.

Report to the Hotel Services Coordinator any production difficulties including:

- Equipment breakdown or maintenance issues.
- Any matter which may affect the health and well-being of staff.

Key Relationships/ Interactions:

Internal

- Reports directly to Hotel Services Co-Ordinator and Hotel Services Team Leader.
- Works collaboratively with members of Hotel Services, Nursing staff, OT staff and general staff.

Challenges associated with Role:

- Working in a Mental health environment with challenging behaviours.
- Working in close proximity with consumers/patients in the course of their normal duties.

Delegations:

- NIL

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Responsible for the preparation of food and beverages for clients consistent with the South Australian Government Health etc Ancillary Health:	<ul style="list-style-type: none"> > Preparation of breakfasts, soups, gravies, and convenience foods. > Cut and portion pack of meals. > Receive stock, reconstitute (requiring decision on temperature and time selection) and plate food. > Maintain task sheets. > Unlock kitchen and switch on required equipment. > Report food complaints. > Security of kitchen, stock, and equipment. > Preparation of nutritional drinks. > Vitamise food items. > Undertake training in tasks as required. > Preparation of vegetables, meat salads and sandwiches. > Open can foods. > Prepare food service trolleys. > Make toast. > Reheat and reconstitution of food. > Deliver trolleys and food. > Assist in serving meals. > Serve, plate, and deliver food. > Tea and coffee making. > Set up and deliver beverages to wards/units. > Load and unload goods. > Issue lunch items. > Receipt of food from internal services. > Clean kitchen and dining room. > Wash utensils, equipment, kitchen, dishes, and dining room floors. > Cleaning and tidy fridges, stoves etc. Empty bins.
Responsible for providing a high-quality cleaning service that complies with accepted standards for hygiene and infection control within a hospital/residential care environment and according to schedules for cleaning:	<ul style="list-style-type: none"> > Cleaning all areas within allocated work area including bathrooms, toilets, shower areas, sluice rooms, resident areas, dining rooms, meeting rooms, staff, and visitors; kitchens and recreation areas and equipment therein. > Washing, sweeping, scrubbing, vacuuming, and polishing all floors. > Collecting and disposing of rubbish and replacing liner bags. > Damp dusting of all furniture and fittings, including residents' personal items, artificial plants, and picture frames. > Cleaning of walls, ceilings, vents, lights, and structures. > Spot and regular cleaning of equipment including beds, wheelchairs, tray-chairs commodes.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- N/A

Personal Abilities/Aptitudes/Skills:

- Ability to perform work as instructed, under general direction and exercise limited judgement in the day-to-day execution of the role.
- Ability to follow established procedures/routines.
- Sound interpersonal and communication (verbal, written and numeracy) skills including:
 - The ability to aid and cooperation to other staff at all levels.
 - The ability to comprehend orally and in written form the English language.
 - Proven quality customer service skills.
 - The ability to use discretion, maintain confidentiality and work with a wide range of people from different cultures, backgrounds, and circumstances.
 - Demonstrated ability to work effectively within a multi-disciplinary team environment.
- Must be prepared to work in any area at short notice and carry out all duties consistent with conditions specified in the Award for this level of work.
- Ability to prioritise to meet deadlines and timeframes.
- Physical ability to perform the duties of this position.

Experience:

- N/A

Knowledge:

- Understanding of Work Health and Safety principles and procedures
- Understanding of the Australian National Safety & Quality Health Service Standards.
- Understanding of Aged Care related issues
- Knowledge and an understanding of basic cooking techniques, food preparation and presentation.
- Knowledge of cleaning products and equipment.
- Knowledge of relevant safety procedures.
- Understand the necessity for hygiene procedures within Catering function.
- Understanding of the importance of cleanliness and hygiene management in a hospital/residential environment.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- N/A

Personal Abilities/Aptitudes/Skills:

- N/A

Experience:

- Proven experience in basic computing skills, including email and word processing.
- Previous experience working within SA Health.
- Experience in a Health Care setting.
- Experience working with challenging behaviours in a mental health setting.
- Experience working in a community health setting.
- Experience as a cleaner or food handler

Knowledge:

- Food Safety
- Cleaning standards

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > 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, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act, 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 for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012 (SA)*.
- > *Information Privacy Principles Instruction*.
- > 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 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.

Cultural Commitment:

NALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, NALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

Resilience:

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

Organisational Context

SA Health

SA Health is committed to protecting and improving the health of all South Australians by providing leadership in health reform, public health services, health and medical research, policy development and planning, with an increased focus on wellbeing, illness prevention, early intervention and quality care.

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health, the Minister for Health & Wellbeing. The State Government has reformed the governance of SA Health, including establishing 10 Local Health Networks (LHNs), each with its own Governing Board.

These reforms have taken a staged approach, with the most significant changes to taking place from 1 July 2019 when the new Governing Boards become fully operational.

SA Health is comprised of the Department for Health and Wellbeing and the following legal entities:

- > Central Adelaide Local Health Network
- > **Northern Adelaide Local Health Network**
- > Southern Adelaide Local Health Network
- > Women's and Children's Health Network
- > Barossa Hills Fleurieu Local Health Network
- > Eyre and Far North Local Health Network
- > Flinders and Upper North Local Health Network
- > Riverland Mallee Coorong Local Health Network
- > Limestone Coast Local Health Network
- > Yorke and Northern Local Health Network
- > SA Ambulance Service

Northern Adelaide Local Health Network

The Northern Adelaide Local Health Network (NALHN) provides care to more than 400,000 people living in the northern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. NALHN works to ensure quality and timely delivery of health care, whilst building a highly skilled, engaged and resilient workforce based on a culture of collaboration, respect, integrity and accountability.

NALHN offers a range of primary health care services across the northern metropolitan area of Adelaide, with a focus on providing preventive and health promoting programs in the community, and transition and hospital substitution and avoidance programs targeted at chronic disease and frail aged.

Clinical leadership of care systems is central to the current national and state wide health reforms. NALHN care delivery is configured within clinical divisions that are patient-focused, clinically led groupings of services. Clinical Divisions are responsible for managing service delivery activities across NALHN campuses and units, bringing together empowered experts to directly make relevant decisions.

NALHN includes:

- > Lyell McEwin Hospital (LMH) - a 336-bed specialist referral public teaching hospital which has links to the University of Adelaide, University of South Australia and Flinders University. LMH provides a full range of high-quality medical, surgical, diagnostic, emergency and support services.
- > Modbury Hospital is a 174-bed, acute care teaching hospital that provides inpatient, outpatient, emergency services, Aged Care, Rehabilitation and Palliative Care. GP Plus Health Care Centres and Super Clinics
- > Aboriginal Health Services
- > Mental Health Services (including two statewide services – Forensics and Older Persons)
- > Sub-acute Services

The total operating budget for 23/24 for NALHN is \$1.02 bn with a workforce of 4,710 FTE / 6,325 head count.

NALHN Governing Board

The Governing Board members bring to NALHN a wealth of knowledge and experience across many areas.

NALHN is confident that with the support of our highly qualified Governing Board, NALHN will be well placed to achieve better health service decisions tailored to local needs and deliver a safe, high quality and financially sustainable LHN into the future.

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.

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:

Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	14/05/20	Minor formatting with order of information amended.
V4	15/05/20	19/10/2020	Organisation Context Updated
V5	20/10/2020	08/04/2021	Organisation Context Updated
V6	09/04/2021	20/12/2023	Financial Delegation Updated Management Position Clause Updated Code of Ethics Clause Updated
V7	21/12/2023		Special Conditions Updated General Requirements Updated Organisational Context Updated