

<b>Role Title</b>	<b>Services Assistant</b>
<b>Classification Code</b>	<b>Health Ancillary Employee Level 2 (WHA2)</b>
<b>Position Number</b>	<b>P21584</b>
<b>Local Health Network</b>	Barossa Hills Fleurieu Local Health Network Inc (BHFLHN)
<b>Hospital/Service/Cluster/RSS</b>	Gawler, Tanunda, Angaston
<b>Department/Section/Unit/Ward</b>	General Services
<b>Role reports to</b>	General Services Supervisor
<b>Role Reviewed Date</b>	2024
<b>Criminal History Clearance Requirements</b>	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Screening <a href="#">Please click here for further information on these requirements</a>
<b>Immunisation Risk Category</b>	Category A (Direct Contact with blood or body substances) <a href="#">Please click here for further information on these requirements</a>

## ROLE CONTEXT

### Primary Objective(s) of role

The Services Assistant is responsible for providing a timely, efficient, and effective service, that involves the catering, laundry and cleaning of the health unit. Duties may include the preparation, service, and delivery of food to clients, and general housekeeping.

The Services Assistant may also be required to undertake laundry duties.

### Direct Reports

The Services Assistant is responsible directly to the General Services Supervisor on a day-to-day basis and ultimately responsible to the General Services Manager

### Key Relationships/ Interactions

#### Internal

- > Works closely with Catering and Utility Staff
- > Maintains effective working relationships with all members of the Health Service and staff from other agencies.
- > Works as a member of the team to achieve team outcomes in a cooperative and constructive manner.

#### External

- > External Vendors.
- > Other Government Agencies.
- > Other Health Units/ Services.

### Delegations

- > Nil

### 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 Barossa Hills Fleurieu Local Health Network values and strategic directions.

## General Requirements

\*NB References to legislation, policies and procedures includes any superseding versions

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.
- > SA Health Respectful Behaviour (including management of bullying and harassment) Policy.
- > SA Health / Barossa Hills Fleurieu Local Health Network Inc. policies, procedures and standards.

## 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 Statement

Barossa Hills Fleurieu Local Health Network Inc. welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Barossa Hills Fleurieu Local Health Network Inc. is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

## Special Conditions

\*NB Reference to legislation, policies and procedures includes any superseding versions

- > 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 must obtain a satisfactory Working With Children Check (WWCC) through the Screening and Licensing Unit, Department for Human Services (DHS).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups.
- > Risk-Assessed roles under the National Disability Insurance Scheme (Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- > National Police Certificates must be renewed every 3 years thereafter from date of issue.
- > Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- > NDIS Worker Screening Check must be renewed every 5 years thereafter from date of issue.
- > 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.
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > The position is primarily located at [ ] but the incumbent may be required to work from other sites within the BHFLHN.
- > Must be an Australian Resident or hold a current working visa.

## General

**Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination by:**

- > Complying with workplace policies and guidelines.
- > Comply with and have a working knowledge and understanding of the requirement for all staff employed in the organisation in regard to confidentiality.
- > Commitment to the continuous improvement in the provision of customer service.
- > Comply with and have a working knowledge and understanding of current Food Safety Standards and current Infection Control Standards policies and procedures.
- > Correctly utilising appropriate personal protective equipment.
- > Participation in continuous quality improvement programs and accreditation activities.
- > Ensuring cultural sensitivity is maintained by attending and contribute to their learning in diversity of cultural awareness and cross-cultural training, with a frequency to be determined as appropriate by the organisation.
- > All staff will actively support and contribute to risk management by maintaining an awareness of the risks relating to their area of responsibility and accountability including the identification and reporting of such risks.
- > It is the responsibility of every employee to ensure that no official record created or received (in any format) is destroyed without following prescribed retention procedures and subsequent authorisation from State Records. It is further the responsibility of every employee to ensure they gain an understanding of what constitutes an official record. It is a requirement that all employees will adhere to the prescribed Policy, Procedures & Practices of this organisation in relation to records management.

**Contribute to the well-being of people in South Australia through participation 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.**

**Contribute to the promotion and implementation of the Public Sector Act principles and practices and employee conduct standards, in particular Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements.**

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<b>Contributing to the effective management of Utility Services material resources</b>	<p><b>An employee at Level 2 will be required to perform duties at the lower level.</b></p> <ul style="list-style-type: none"> <li>&gt; Undertaking minor sewing repairs (not including making or manufacturing).</li> <li>&gt; Prepare wash, clean, sort, dry, fold, label, iron, pack, deliver and store, as appropriate, laundry, uniforms and linen.</li> <li>&gt; Assist with recording (e.g., impress systems and for sterilization during washing cycle).</li> <li>&gt; Window high cleaning with use of ladders.</li> <li>&gt; Routine shampooing of carpets, requiring the use of electronically powered or hand equipment and walking behind cleaning equipment and plant.</li> <li>&gt; Request orders for repairs to equipment.</li> <li>&gt; Operate mechanical washing machines, sealing units, hot air ovens and laboratory incubators.</li> <li>&gt; Initiate requirements for repairs to equipment.</li> </ul>
<b>Contribute to the general housekeeping, catering and laundry service of the health unit</b>	<ul style="list-style-type: none"> <li>&gt; Preparation of breakfasts, soups, gravies and fast serve foods (for example sausage rolls, wraps and bacon and eggs).</li> <li>&gt; Cut a portion of ingredients for meal packs.</li> <li>&gt; Receive stock, reconstitute (requiring decision on temperature and time selection) and plate frozen food.</li> <li>&gt; Notify food complaints to supervisor.</li> <li>&gt; Assist clients to fill-out menus (request for specific dietary requirements should be referred to the appropriate employee).</li> <li>&gt; Service, plate and deliver food.</li> <li>&gt; Switch on required equipment.</li> <li>&gt; Unlock work areas.</li> <li>&gt; Check off stock lists.</li> <li>&gt; Cashier duties (not independent reconciliation of cash).</li> <li>&gt; Stocking and maintaining, cleanliness and notifying any damage to vending machines.</li> <li>&gt; Initiate ordering for repairs.</li> </ul>
<b>Contribute to the efficient and effective operation of the health unit</b>	<ul style="list-style-type: none"> <li>&gt; May require the operation of machinery, equipment and/or facilities.</li> <li>&gt; Instruction given by way of verbal, written or diagrammatic direction.</li> <li>&gt; Providing assistance and co-operation to other employees.</li> <li>&gt; Perform routine functions requiring the undertaking of clear and straight forward instruction.</li> </ul>
<b>Demonstrates and maintains a satisfactory knowledge and skill base to perform role</b>	<ul style="list-style-type: none"> <li>&gt; Undertaking training as required and maintaining required skills and knowledge applicable to the role.</li> <li>&gt; Undertaking all mandatory training as required by the position.</li> </ul>
<b>Compliance with workplace Health and Safety requirements</b>	<ul style="list-style-type: none"> <li>&gt; Participating and engaging in workplace health and safety procedures.</li> <li>&gt; Adhere to relevant WHS requirements including infection control and hand hygiene, reporting of incidents and near misses, safe operation of workplace equipment and manual handling.</li> <li>&gt; Maintaining patient/consumer/resident confidentiality.</li> </ul>
<b>Contribute to a positive and safe work environment and culture of continuous improvement</b>	<ul style="list-style-type: none"> <li>&gt; Support and actively participate in a positive and safe work environment.</li> <li>&gt; Contribute to the development of structures, systems and work processes that promote continuous improvement of services and optimal communication outcomes.</li> <li>&gt; Actively participate and contribute to a positive team culture that supports innovation and new ways of working and communicating to ensure communication services meet agreed quality and performance standards.</li> </ul>

# Knowledge, Skills and Experience

## **ESSENTIAL MINIMUM REQUIREMENTS**

### **Educational/Vocational Qualifications**

- > Nil

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

- > Ability to engage with Aboriginal community/consumers in a culturally appropriate manner and a willingness to undertake further training in this manner.
- > The ability to work every day displaying the BHFLHN Values of trust, respect, integrity, collaboration and kindness.
- > Ability to adapt to various settings and relate to all levels of management, staff, and patients/consumers/residents.
- > Ensure confidentiality is considered in every aspect of your role. For example, recognising that the information obtained whilst performing your tasks and/or where you observe members of the public attending the Health service that this information must be kept confidential and not shared in the community.
- > Must be reliable and have a flexible approach to working hours to accommodate team rostering practices.
- > Must demonstrate effective written and verbal communication and interpersonal skills to enable effective communication with people from a variety of cultural and linguistic backgrounds and experiences.
- > Demonstrated ability to work effectively and respectfully in a team environment and contribute to a cohesive, positive, and motivated organisational culture.
- > Ability to provide assistance and co-operation to other staff.
- > Demonstrated ability to meet deadlines and timeframes, perform well under pressure and work with general supervision.
- > Demonstrated ability to perform under general direction.
- > Demonstrated commitment to provide quality, compassionate and kind consumer centred care that meets the individual needs of the patient/resident.
- > Demonstrated commitment to ensuring care provided is safe, respectful, timely and maintains the dignity and choice of the patient/consumer/resident and their family at all times.

### **Experience**

- > Limited experience in the areas of housekeeping, cooking/catering and laundry and/or the enthusiasm and physical ability to work in this area.
- > Limited experience in the use of computer software such as Microsoft Office Suite – Outlook, Word, Excel etc.
- > Proven experience in exercising own judgment and initiative in the day to day execution of a position.

### **Knowledge**

- > Employees must understand their responsibility to maintain the integrity, confidentiality and security of official information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only access and/or release information in accordance with the requirements of their role, relevant legislation, industrial instruments, policy, or lawful and reasonable direction.
- > General understanding of Aboriginal culture and a willingness to undertake further training in this area.
- > Basic knowledge of Food Safety Standards.
- > Basic knowledge of Infection Control Standards, including cleaning and sanitizing processes.
- > Basic knowledge and commitment to customer service principles.
- > An understanding of the spirit of the principles of the Premier's Safety Commitment and the legislative requirements of Risk Management standard, Equal Employment Opportunity and Occupational Health, Safety and Welfare legislation.

## **DESIRABLE CHARACTERISTICS**

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

- > Successful completion of Year 11 High School.

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

- > Demonstrated manual handling skills.

### **Experience**

- > Experience in the provision of a direct care service in a health-related field.
- > Experience working with Aboriginal consumers.
- > Experience in dealing with aged, frail or disabled persons.

### **Knowledge**

- > A knowledge of Equal Employment Opportunity legislation.
- > Basic knowledge of safe working conditions.
- > Knowledge of Aged Care Standards.

## 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, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

### Health Network/Division/Department:

Barossa Hills Fleurieu Local Health Network has an employed workforce of over 3000.

The LHN encompasses country hospitals and health services that provide support and services to approximately 12% of the South Australian population.

The region is an area of significant population growth for South Australia. Our sites and services are located at Mt Barker, Gawler, Victor Harbor (Southern Fleurieu), Strathalbyn, Kingscote, Mt Pleasant, Angaston, Tanunda, Gumeracha, Eudunda and Kapunda. The LHN has 11 public hospitals, 6 aged care facilities and an extensive range of community-based services.

A range of clinical services are delivered including Acute care, Medical, Accident and Emergency, Surgery, Birthing and Midwifery, Specialist Consultancy, Renal Dialysis, Chemotherapy, Transfusions, Rehabilitation, Residential Aged Care, Respite Care, Transitional Care Packages, Aboriginal Health, Mental Health, Allied Health, Community Health (Country Health Connect), Community Nursing, Palliative Care, Community Home Support Packages and Home Modifications.

The Rural and Remote Mental Health Service at Glenside, Adelaide, provides services to the region with a team including psychiatrists, psychologists, social workers, occupational therapists and mental health nurses. There are also specialist youth mental health clinicians and access to specialist older persons mental health services.

The Barossa Hills Fleurieu Local Health Network is the host LHN for the Rural Support Service. The RSS supports all six regions LHNs by bringing together a number of specialist clinical and corporate advisory functions focused on improving quality and safety.

## Values

### BHFLHN Values

The values BHFLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our Local Health Network:

- > We are committed to the values of trust, respect, integrity, collaboration, and kindness.
- > 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.

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.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Date:**

**Signature:**

## 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:**

**Date:**

**Signature:**