



ROLE DESCRIPTION

Role Title	Pool Operator
Classification Code	Health Ancillary Employee Level 3 (WHA3)
Local Health Network	Riverland Mallee Coorong Local Health Network (RMCLHN)
Hospital / Service / Cluster / RSS	Riverland Mallee Coorong Region
Department/Section / Unit/ Ward	Heated Pool & Spa
Role reports to	Manager Healthy Living
Role Created/ Reviewed Date	Role Description Reviewed: Sept 2022
Criminal History Clearance Requirements	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NDIS Worker Screening
Immunisation Risk Category	<input checked="" type="checkbox"/> Category A <input type="checkbox"/> Category B <input type="checkbox"/> Category C

ROLE CONTEXT

Primary Objective(s) of role:

- > The Pool Operator is responsible for maintaining the Pool and Spa, equipment, and adjacent areas in a safe, clean and hygienic condition.
- > The incumbent is responsible for meeting customer needs while ensuring safety rules and conditions are met by customers and clients of the Country Health Connect Heated Pool and Spa Complex.
- > Duties may include maintenance of and cleaning of inside and outside pool areas, including rubbish collection, repair, and alteration of equipment.

Key Relationships/ Interactions:

Internal

- > The Pool Operator is responsible directly to Pool Team Leader on a day to day basis and ultimately responsible to the Allied Health Operations Manager for an efficient and effective environmental maintenance service and customer service for the Country Health Connect Heated Pool and Spa Complex.
- > Works as a member of the Allied Health and Restorative Care team to achieve team outcomes in a cooperative and constructive manner.
- > Maintain effective working relationships with all Riverland Mallee Coorong Local Health Network staff

External

- > Service provision to the customers and clients of the Country Health Connect Heated Pool and Spa Complex
- > Works collaboratively with private providers and other agencies utilising the Heated Pool and Spa facility

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Maintaining professional boundaries when responding appropriately to client needs

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 SA Health values and strategic directions.
General Requirements:
<p>*NB References to legislation, policies and procedures includes any superseding versions</p> <p>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:</p> <ul style="list-style-type: none"> > <i>Work Health and Safety Act 2012 (SA)</i> and when relevant WHS Defined Officers must meet due diligence requirements. > <i>Return to Work Act 2014 (SA)</i>, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness. > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation). > <i>Children's Protection Act 1993 (Cth)</i> – 'Notification of Abuse or Neglect'. > Disability Discrimination. > Independent Commissioner Against Corruption Act 2012 (SA). > SA Information Privacy Principles. > Relevant Awards, Enterprise Agreements, <i>Public Sector Act 2009 (SA)</i>, <i>Health Care Act 2008 (SA)</i>, 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. > Health Practitioner Regulation National Law (South Australia) Act 2010. > <i>Mental Health Act 2009 (SA)</i> and Regulations. > <i>Controlled Substances Act 1984 (SA)</i> and Regulations. > Professional Practice Standards and competencies consistent with area of practice as varied from time to time. > Riverland Mallee Coorong Local Health Network & SA Health policies, procedures and standards.
Handling of Official Information:
<p>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.</p> <p>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.</p> <p>SA Health employees will not misuse information gained in their official capacity.</p> <p>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.</p>

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:

Riverland Mallee Coorong Local Health Network (RMCLHN) welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. RMCLHN 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 National Police Certificate (NPC).
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- > 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 or from an accredited CrimTrac Provider confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- > Prescribed positions under the National Disability Insurance Scheme (NDIS) Act 2013 must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- > NPCs must be renewed every 3 years thereafter from date of issue.
- > WWCCs and NDIS Worker Screening Checks 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 (see page 1). There may be ongoing immunisation requirements that must be met.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Provision of a safe, efficient and responsive, customer focussed service	<ul style="list-style-type: none"> > Provide direct customer service > Liaise with pool clients as necessary to ensure safe practice > Ensure the pool area, equipment room, change rooms, foyer and toilets are clean, dry and tidy, > Ensuring water safety and general pool usage regulations are administered > Promote equity of access to the pool across diverse population to promote health and improve health outcomes > Ensure that all cash handling is in line with Country Health Connect policy and procedures including the daily reconciling and safe keeping of pool fees/revenue
Contribute to the provision of an effective and safe environmental maintenance service to the Heated Pool and Spa Complex	<ul style="list-style-type: none"> > Maintaining the heated pool and spa in accordance with the prescribed standards and guidelines, including handling pool chemicals in accordance with standard procedures > Providing accurate documentation which supports best practice safeguarding the pool and spa environment > Maintaining all pool equipment in an appropriate working order and ensure regular safety checks are undertaken and liaise with Pool Team Leader on the condition of pool and equipment as necessary > Wearing personal protective clothing for prescribed tasks > May require the operation of machinery, equipment and/or facilities; which is to be in accordance with standard procedures > May require the operation of recording systems including computerised systems > Perform stock take and order, receive, store, issue, imprest and issue goods/supplies
Continuous improvement and professional development	<ul style="list-style-type: none"> > Providing assistance and guidance to other employees > Assisting in the provision of on the job training > Undertaking training as required and maintaining required skills and knowledge applicable to the role
Abide by Murray Mallee Community Health Employee Expectations & Guidelines	<ul style="list-style-type: none"> > Maintain confidentiality and privacy in matters pertaining to clients, customers and staff. > Maintain a helpful and co-operative attitude towards clients, customers and staff and conduct all interpersonal relationships with respect, courtesy and concern for the individual. > Contribute to the promotion and implementation of the General Public Sector management aims, personnel management standards and employee conduct standards and in particular Equal Opportunity, Work Health Safety and Injury Management by adhering to the provisions of relevant legislative requirements

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills

- > Proven ability to work well within a team environment
- > Ability to work in various settings and relate to all levels of staff
- > Proven ability to meet deadlines and timeframes
- > Effective interpersonal and communication skills and the ability to relate to people from different cultures, backgrounds and circumstances
- > Ability to provide assistance and co-operation to other staff
- > Demonstrated ability to perform a variety of work involving manual handling
- > Demonstrated ability to perform under general direction
- > Ability to use discretion and maintain strict confidentiality
- > Effective written, verbal and numeracy skills

Experience

- > Experience in the provision of customer service
- > Experience in the use of computer packages eg. Microsoft Word, Excel
- > Experience in exercising own judgment and initiative in the day to day execution of a position

Knowledge

- > Knowledge of safe working conditions
- > Knowledge and commitment to customer service principles
- > Knowledge and understanding of the Occupational Health, Safety and Welfare Act and Risk Management principles

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Successful completion of Year 11 High School
- > A current first aid certificate
- > Pool operator training
- > Handling hazardous substances training

Experience

- > Experience working with physically and intellectually disabled community members
- > Experience working in a pool complex

Personal Abilities/Aptitudes/Skills

- > Demonstrated manual handling skills

Knowledge

- > A knowledge of Equal Employment Opportunity legislation

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 Wellbeing.

The legal entities include but are not limited to Department for Health and Wellbeing, 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.

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:

Riverland Mallee Coorong Local Health Network aspires to be the best provider of rural and remote health services in Australia. RMCLHN, through the inspiration and hard work of its people, delivers high quality and innovative health services to improve health outcomes for country South Australians.

RMCLHN delivers a comprehensive range of health services in hospital and community settings according to population needs. It focuses on integrating its service delivery with metropolitan hospitals and other service providers in country locations. The safety and quality of health services in country South Australia is of primary importance. RMCLHN participates in rigorous national accreditation processes and engage local community members to provide insight and knowledge of the needs of consumers and potential strategies to achieve the best service.

RMCLHN Values

The values of RMCLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > **Respectful -** We treat everyone as equals and value each other's sense of worth.
- > **Motivated -** We are driven to excel and provide the best quality care to our consumers and communities, when and where they need it.
- > **Compassionate -** We take care of others and act with kindness, empathy, patience and understanding, in all that we do.
- > **Consumer Focused -** We partner and collaborate with consumers, their families, carers and communities, to ensure the planning, delivery and evaluation of our health services is tailored to their needs.
- > **Accountable -** We are dedicated to fulfilling our duties and obligations as a public health service, and endeavour to act with honesty and integrity in all that we do.
- > **Resourceful -** We are agile, adaptable and able to deal skilfully, creatively and promptly with new situations and challenges.
- > **Excellence -** We strive to continually improve and redefine processes, exceed standards and expectations, and deliver access to high quality contemporary care for people in our communities.
- > **Service -** We serve people and our communities courteously, fairly and effectively.

Integrity Statement

As a public sector employee, you have the 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.

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.

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 and RMCLHN's 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 RMCLHN as described within this document.

Name: _____

Signature: _____

Date: _____