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SA Health Job Pack

Job Title	Support Service Assistant/Medical Courier
Job Number	683349
Applications Closing Date	29/03/2019
Region / Division	SA Health – Central Adelaide Local Health Network
Health Service	SA Pathology
Location	Various: CBD, Woodville, Bedford Park, Elizabeth Vale, Noarlunga
Classification	WHA4
Job Status	Temporary and ongoing positions
Salary	\$1011.30 - \$1022.60 per week

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Child Related Employment Screening - **DCSI**
- ☒ Vulnerable Person-Related Employment Screening - **NPC**
- ☐ Aged Care Sector Employment Screening - **NPC**
- ☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	Kristie Black
Phone number	8222 3283
Email address	kristie.black@sa.gov.au

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✍ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✍ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



ROLE DESCRIPTION

Role Title:	Support Service Assistant/Medical Courier
Classification Code:	WHA-4
LHN/ HN/ SAAS/ DHA:	CALHN
Hospital/ Service/ Cluster	Statewide Clinical Support Services
Division:	SA Pathology
Department/Section / Unit/ Ward:	Customer Services / Couriers
Role reports to:	Supervisor, Customer Services
Role Created/Reviewed Date:	15 th January 2018
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)

ROLE CONTEXT

Primary Objective(s) of role:

- > Provide a transport service in specimen collection, transport, report and mail delivery service to SA Pathology's clients including doctors' surgeries, hospitals and pathology laboratories within the Adelaide metropolitan and outer metropolitan area.
- > Provide positive representation for SA Pathology performing frontline work through direct interaction with customers and clients.

Direct Reports:

- > Nil.

Key Relationships/ Interactions:

Internal

- > Works harmoniously with staff
- > Liaise and work harmoniously with various Directorates and departments within SA Pathology and SA Health

External

- > Interact harmoniously with clients and the general public.
- > Interact and work harmoniously with contractors.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Represent SA Pathology as frontline staff to our clientele.
- > Uphold courteous, friendly and professional conduct at all times with clients, staff and the general public.
- > Flexible to work with changing rosters and clientele base.
- > Maintain high level of quality assurance in meeting compliance in transportation requirements, Work Health & Safety guidelines, policies and procedures.

Delegations:

- > Nil.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Service Standards	<p>Contribute to the provision of an efficient and reliable courier service to doctors surgeries, hospitals and other clients of SA Pathology:</p> <ul style="list-style-type: none">> Ensuring specimens are correctly checked, labelled and transported in a safe confidential manner and referring any problems to the requestor> Meeting infectious specimen transportation requirements> Ensuring request forms are checked and correct> Maintaining adequate supplies of collection materials> Assisting clerical staff with report distribution and mail, including responsibility at remote locations> Liaising with laboratory couriers working from other bases and zones to ensure routine clients services are met> Assisting with loading, unloading and delivery of store items> Maintaining applicable run schedules> Assisting with the provision of on-the-job training for other staff> Maintaining professional appearance and conduct including proper use of the SA Pathology uniform and interaction with clientele and members of the public.> Meeting on demand requests including ad-hoc requests.
Safety	<p>Maintain courier vehicle in a safe, clean and reliable manner by:</p> <ul style="list-style-type: none">> Carrying out regular inspection checks of vehicle.> Liaising with the Coordinator, Customer Services to arrange servicing and repairs> Ensuring fuel supplies are adequate at all times> Ensuring the communication link with the Courier Operations base is operative.
Support	<p>Provide a client service which supports the promotion of SA Pathology by:</p> <ul style="list-style-type: none">> Interfacing with clients and customers as frontline staff in delivering a friendly and professional standard to ensure a high level of service at all times.> Maintaining contact with the Coordinator, Customer Services.> Providing feedback to the Coordinator, Customer Services.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

Personal Abilities/Aptitudes/Skills:

- > High level of customer services skills in client's premises, and in the presence of the general public.
- > Highly developed interpersonal skills, engaging personality as frontline staff
- > Ability to prioritise work schedules and follow run schedule which includes responding to adhoc requests through technological devices such as Bluetooth navigation systems, mobile phones.
- > Ability to work under minimal supervision and exercise judgement and discretion.
- > Ability to work in a cheerful and courteous manner, display politeness and express willingness to help clients with any difficulties.
- > Reliable, punctual and able to adhere to time schedules.
- > Ability to supervise staff during training.
- > Proven ability to work as part of a team.
- > Present a neat, tidy, professional appearance at all times and wear approved uniform or clothing apparel.

Experience

- > Good driving record.
- > Experience in city and country driving.
- > Experience in a customer service industry with an emphasis on direct dealing with the clients
- > Experience in courier related work.
- > Experience in a medical environment.

Knowledge

- > Good knowledge of the Adelaide Metropolitan and outer metropolitan areas including suburbs and major arterial roads
- > Basic knowledge of vehicle maintenance requirements

DESIRABLE CHARACTERISTICS

Knowledge

- > Knowledge of customer relations.
- > Knowledge of medical terminology.
- > An awareness of the requirements of infectious material transportation.

Special Conditions:

- > The incumbent will be required to work a varied shift pattern and work from multiple sites across the Adelaide metro region.
- > SA Pathology operates 24 hours, 7 days per week. May be required to work overtime which will include weekends and public holidays.
- > Ongoing employment is subject to the maintenance of a current Class 1 Drivers' Licence.
- > 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.
- > Code of Fair Information Practice.
- > 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.

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 Wellbeing 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.

Central Adelaide Local Health Network:

CALHN is one of five Local Health Networks (LHNs) in South Australia established in July 2011. CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including Imaging, Pathology and Pharmacy, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, we face a significant challenge in achieving financial sustainability. A quality-assured financial recovery plan has been developed to meet these challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.

Health Network/ Division/ Department:

SA Pathology's comprehensive state-wide service provides quality pathology to both public hospital in-patients, and patients within the community. We have been part of your community in metropolitan and regional South Australia for decades as the IMVS and will continue to provide the same excellent service with the same dedicated staff.

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. The Courier Support Services staff provides service over fixed and flexible courier runs throughout the greater Adelaide area.

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.

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: