



## Statewide Clinical Support Services (SCSS)

### ROLE DESCRIPTION

<b>Role Title:</b>	Operational Services Officer (Laboratory)
<b>Classification Code:</b>	OPS2
<b>LHN/ HN/ SAAS/ DHW:</b>	Statewide Clinical Support Services (SCSS), CALHN, SA Health
<b>Hospital/ Service/ Cluster:</b>	SA Pathology
<b>Division:</b>	Microbiology & Infectious Diseases
<b>Department/ Section/ Unit/ Ward:</b>	Food and Environmental Laboratory
<b>Role reports to:</b>	Head of Unit / Laboratory Manager
<b>Role Created/Reviewed Date:</b>	May 2021
<b>Criminal and Relevant History Screening:</b>	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category Requirements:</b>	<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:

Employees at this level are subject to general direction and undertake a range of functions requiring the practical application of acquired skills and knowledge.

- > Contribute to the effective and efficient services of the Food and Environmental Laboratory by providing an administrative support function, which includes providing accurate data entry, reception and clerical responsibilities, receiving and sorting of samples, assisting with preparatory duties, packing and arranging transport of laboratory consumables for clients.
- > The Operational Services Officer is required to manage internal and external customer enquiries effectively and professionally.

#### Direct Reports:

- > Nil

#### Key Relationships/ Interactions:

##### Internal

- > Frequent communication with medical / scientific / technical / operational / administrative staff within SA Pathology regarding specimens, testing and results.

##### External

- > Communication with clients regarding specimens, testing and results.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Accurate and efficient data entry.
- > Maintain accurate records of samples, including sample request forms and associated worksheets.
- > Engage with a diverse range of key stakeholders and the ability to address any conflicting stakeholder priorities.
- > Using initiative and judgement when dealing with a broad range of clients and tasks.

**Delegations:**

- > Nil

**Key Result Areas and Responsibilities**

Key Result Areas	Major Responsibilities
Service Provision	<ul style="list-style-type: none"><li>&gt; Accurate and efficient data entry.</li><li>&gt; Enter information into laboratory data bases and information systems.</li><li>&gt; Receive and sort samples for testing in a timely and accurate manner.</li><li>&gt; Ensure samples are stored under appropriate storage conditions (i.e. refrigerators &amp; freezers).</li><li>&gt; Provide a general reception service by handling customer enquires effectively and efficiently and by providing accurate and relevant information in a prompt, professional and courteous manner.</li><li>&gt; Packing and dispatch of laboratory consumables to clients as requested.</li><li>&gt; Emailing and posting of client reports.</li><li>&gt; Maintaining a filing system for the laboratory records.</li><li>&gt; Answering and directing telephone and email enquiries as required.</li><li>&gt; May allocate &amp; monitor work performed and provide on the job training to staff or be assisted by training staff, when carrying out work duties.</li></ul>
Laboratory Operations	<ul style="list-style-type: none"><li>&gt; Contribute to laboratory discussion to identify problems and seek solutions to improve processes.</li><li>&gt; Maintain records of request forms and worksheets.</li><li>&gt; Maintain high standards of housekeeping in accordance with laboratory procedures and maintenance guidelines.</li></ul>
Quality Management	<ul style="list-style-type: none"><li>&gt; Actively participate in the application of Quality Management principles in accordance with appropriate regulatory framework. This includes:<ul style="list-style-type: none"><li>o Procedural audits and reviews as directed.</li><li>o Ensure acknowledgement of relevant procedural updates</li><li>o Ensure appropriate and immediate reporting of incidents, errors and complaints.</li><li>o Participate in risk management and continuous quality improvement activities as part of day to day work practices.</li></ul></li><li>&gt; Understand, maintain and apply the principles of internal quality control and external quality assurance programs and contribute to the resolution of problems that may arise.</li></ul>

Professional Development	<ul style="list-style-type: none"> <li>&gt; Active, ongoing self-education and development and attendance at staff meetings.</li> <li>&gt; Participate in professional development activities via internal/external continuing education programs.</li> </ul>
Work, Health and Safety	<ul style="list-style-type: none"> <li>&gt; Contribute to Work Health and Safety within SA Pathology by taking reasonable care to protect personal health and safety of other staff, wear protective clothing and use safety equipment as directed.</li> <li>&gt; Report incidents and risks in a timely manner.</li> <li>&gt; Handling and processing of biological hazardous samples.</li> <li>&gt; Collaborate with senior staff in resolution of issues and mitigation of risks.</li> <li>&gt; Complete mandatory training obligations including emergency evacuation and fire training.</li> </ul>

## Knowledge, Skills and Experience

### **ESSENTIAL MINIMUM REQUIREMENTS**

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

- > Nil

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

- > Demonstrated ability to work under limited supervision, use initiative and refer to supervisors when necessary.
- > Ability to produce a consistently high standard of work, demonstrating accuracy and attention to detail.
- > Proven ability to prioritise work and meet deadlines.
- > Demonstrate an ability to operate efficiently under pressure and within time constraints.
- > Demonstrated ability to work as part of a team in a manner that fosters cooperation and mutual support among staff.
- > Display commitment to high levels of customer service.
- > Ability to use computers and associated software and hardware.
- > Ability to communicate effectively with other staff and a wide range of clients.
- > Ability to identify problems and escalate as required.

#### **Experience:**

- > Data entry and experience with information systems.
- > Previous experience in an administrative role.
- > Experience in dealing with customer enquiries.

#### **Knowledge:**

- > Knowledge of computer packages including Word and Excel.
- > Knowledge of quality accreditation requirements.

## **DESIRABLE CHARACTERISTICS**

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

- > Nil

### **Experience:**

- > Experience in using pathology specific computer programs.

### **Knowledge:**

- > Knowledge of food / pharmaceutical terminology.
- > Knowledge of quality & regulatory standards.
- > Knowledge of Work Health and Safety practises.

### 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 the 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)* 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 and 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. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

### 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.

## Values

### Statewide Clinical Support Services Values

Within SCSS our people are at the heart of what we do. We are committed to building a strong, vibrant culture and place to work, and to providing high-quality care to our patients and consumers that demonstrates our values in action. Our five core values are Integrity, Compassion, Accountability, Respect and Excellence (ICARE):

<b>Integrity:</b>	We are honest, consistent and act fairly. We make evidence-based decisions that are in the best interests of the South Australian community.
<b>Compassion:</b>	Patients and consumers are front of mind in everything we do, and we approach care for others with empathy and kindness. We provide an environment that is safe and caring and we will support each other at all times.
<b>Accountability:</b>	We take ownership of our responsibilities and actions. We own our mistakes and take proactive measures to find effective solutions. We demonstrate our values in our actions and behaviours
<b>Respect:</b>	We foster a culture that is respectful of our consumers, patients and each other. We value diversity and everyone's input and demonstrate trust in each other.
<b>Excellence:</b>	We complete and promote work of the highest standard. We challenge the normal way of doing things to ensure continuous improvement and we seek consumer input to represent the diversity of our community.

## 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 understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

**Name:**

**Signature:**

**Date:**

### Version control and change history

Version	Date from	Date to	Amendment
V1	10/01/2023		Original SCSS version.