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## SA Health Job Pack

Job Title	Technical Officer
Eligibility	Open to Everyone
Job Number	709262
Applications Closing Date	15/11/2019
Region / Division	Statewide Clinical Support Services
Health Service	SA Pathology
Location	Adelaide
Classification	TGO0/1
Job Status	Full time, ongoing
Total Indicative Remuneration	\$27,245 - \$73,217

## 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 Human Services Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Working with Children Screening - **DHS**
- ☒ 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](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

## Immunisation

### **Risk Category B (indirect contact with blood or body substances)**

- This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category B (indirect contact with blood or body substances). [Please click here for further information on these requirements.](#)

## Contact Details

Full name	Patricia Hahesy
Phone number	8222 3173
Email address	Trish.Hahesy@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

<b>Role Title:</b>	Technical Officer		
<b>Classification Code:</b>	TGO-0/1	Position Number	
<b>LHN/ HN/ SAAS/ DHA:</b>	Statewide Clinical Support		
<b>Site/Directorate</b>	SA Pathology		
<b>Division:</b>	Microbiology & Infectious Diseases		
<b>Department/Section / Unit/ Ward:</b>	Virology / Serology / Molecular		
<b>Role reports to:</b>	Section Head / Laboratory Manager		
<b>Role Created/ Reviewed Date:</b>	April 2019		
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)		
<b>Immunisation Risk Category:</b>	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)		

## ROLE CONTEXT

<b>Primary Objective(s) of role:</b>
<p>The position is classified at the TGO-0/1 level by virtue of the overall level of job demand and responsibility, and particularly contains the requirement to apply standard practices and procedures in a technical environment. They will exercise their knowledge and apply technical expertise, experience and judgement within the Microbiology department.</p> <p>The technical officer is required to perform routine diagnostic laboratory functions in the Microbiology Laboratory, including specimen reception, processing of diagnostic samples (automated and manual), preliminary evaluation and reporting of associated results and data processing associated with diagnostic tests, dispatch of specimens and maintaining laboratory supplies.</p> <p>The incumbent will rotate through several work areas of the laboratory and other laboratory sites in SA Pathology in order to acquire and maintain expertise.</p>
<b>Direct Reports:</b>
<p>The incumbent reports to the Laboratory Manager or Section Head through the Section Supervisor of the rostered section or workgroup.</p> <p>The incumbent is required to work in conjunction with the appropriate section supervisor in the day-to-day operations of the assigned section.</p> <p>Supervisor Reports to: Section Head/Laboratory Manager          Supervisor's Position: Section Supervisor          Subject Position: Technical Officer (TGO-0/1)</p>

### Key Relationships/ Interactions:

#### Internal

- Frequent communication with medical staff, within SA Pathology regarding specimens, testing and results.
- Communication with staff within directorate and across directorates regarding specimens, tests and equipment.

#### External

- Communication with staff requesting pathology testing regarding specimens, testing and results.
- Communication of results to a variety of authorised staff.
- Inform medical personnel including Infectious Diseases Consultants, ward staff and Infection Control staff of test results as required or requested.

### Challenges associated with Role:

Major challenges currently associated with the role include:

- The incumbent is required to fully participate in the laboratory roster and after suitable training and competency assessment and will be required to participate in a 24-hour / 7 day roster which includes day and afternoon shift and may include night shift.
- The incumbent is required to handle and process infectious samples
- As required the incumbent will rotate through a range of laboratory sub-speciality work areas
- Some out of hours work and covering vacancies may be required at short notice.

### Delegations:

Nil.

### Special Conditions:

- 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 Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children and Young People (Safety) Act 2017* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007 (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 Guidelines for Health Care Workers in South Australia Policy Directive.*
- *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- *Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.*
- *Disability Discrimination.*
- *Independent Commissioner Against Corruption Act 2012 (SA).*
- *Information Privacy Principles Instruction.*
- *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.

**Cultural Commitment:**

CALHN 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, CALHN 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.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>As directed by the Section Head or Section Supervisor, to participate in rostered system of duties that require the incumbent, depending on training and experience and assigned Section, to undertake a range of laboratory function</p>	<ul style="list-style-type: none"> <li>• Receive and prepare specimens for analysis and carry out diagnostic tests according to standard procedures, in the diagnostic laboratories as required</li> <li>• Operate and maintain laboratory instruments, including arranging for minor repairs</li> <li>• Enter request form and specimen details and laboratory results into data processing equipment and verify entered information</li> <li>• Prepare analytical reagents and controls and ensure that supplies of reagents and consumables are always available</li> <li>• Ensure that a high standard of analytical performance is achieved and maintained</li> <li>• Report routine and urgent results within specified turnaround times</li> <li>• Ensure the confidentiality of laboratory results</li> <li>• Participate in quality control programmes and meetings</li> <li>• To undertake routine laboratory housekeeping duties</li> <li>• Stock maintenance</li> <li>• Develop multidisciplinary skills as required</li> <li>• Assist with approved research and development</li> <li>• Participate in training programs and staff meetings</li> <li>• Assist as required, in the training of new staff in established methodologies</li> <li>• Assist as required, in the assessment of new techniques</li> <li>• Ensure that all work is performed in accordance with current Occupational Health and Safety Legislation, departmental procedures and NATA requirements and to ensure the confidentiality of laboratory results and patient information.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

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

For appointment at the TGO-1 level a Diploma or Advanced Diploma in a relevant technical discipline.

For the appointment at the TGO-0 level educational standards required for entry to an appropriate Technical study course.

Note that employees without the required qualifications who are already working in such positions, at the TGO-1 level are eligible to apply and compete for this position.

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

- A desire to work in a laboratory environment or as a TGO-1
- Demonstrable competency in the performance of routine tests undertaken in Microbiology or other medical laboratories – depending on training and experience
- Demonstrable technical skills, including manual dexterity and technical precision/accuracy
- Need to work with human body fluids, faeces and tissues
- Good interpersonal skills
- Numerical and keyboard skills
- Good oral and written communication skills
- Ability to prioritise work to ensure efficient and effective performance
- Ability to use initiative to solve problems
- Able to work effectively both in a team environment and without supervision when required
- Aptitude for 'out-of-hours' work
- Ability to handle confidential and sensitive information in a professional manner
- Punctuality – must be ready to commence work on time as indicated on rosters
- Proactive – must show initiative, especially alerting senior staff to potential problems
- Ability to speak and write English fluently

#### **Experience**

- Experience working within a team environment

#### **Knowledge**

- Knowledge of legislation, policies and guidelines relating to equal employment opportunity and diversity within public employment
- Knowledge of legislation, policies and guidelines relating privacy
- Knowledge of Occupational Health, Safety and Welfare legislation



## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications**

- Evidence of desire for self-improvement – attendance at seminars, courses, etc

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

- Motivated and demonstrated initiative and attention to detail being flexible and dependable
- Proven ability to communicate effectively with staff and management
- An ability to assess workloads and assign priorities

### **Experience**

- Previous experience in a Diagnostic Microbiology Laboratory

### **Knowledge**

- Computer/word processing skills with Microsoft Office and Microsoft Access
- Knowledge of commonly used Microbiology Laboratory Information Systems (LIS)

## 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 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., Country Health SA 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.

### 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.

**Division/ Department:**

SA Pathology's mission to provide:

- The people of South Australia with comprehensive quality pathology and associated clinical services that improve patient outcomes and the health of the community through a commitment to education, innovation and research
- Our customers with exceptional services and support
- Our staff with a working environment conducive to fulfilling their potential
- The Government of South Australia with cost effective sustainable pathology and clinical services.

## Values

### Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patient's needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

<b>Patient Centred:</b>	Our patients are the reason we are here and we will provide the best service to our patients and customers
<b>Team Work:</b>	We value each other and work as a team to provide the best care for our patients
<b>Respect:</b>	We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services
<b>Professionalism:</b>	We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice

### 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:** \_\_\_\_\_

## 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	10/07/2018	Minor formatting with order of information amended.
V4	11/07/2018	06/01/2019	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	07/01/2019		<p>Statement regarding Financial recovery plan added to Organisational context for CALHN</p> <p>White Ribbon statement included</p> <p>Cultural Commitment statement included</p> <p>Child protection legislation "<i>Children and Young People (Safety) Act 2017</i>" updated under Special Conditions</p> <p>Link to HR Delegations and Financial Delegations included under Delegations</p> <p>Statement regarding South Australian Charter of Health Care Rights included under General Requirements</p> <p>Minor formatting with order of information amended.</p>
V6	06/3/2019		<p>Immunisation Risk Category checkbox has been included</p> <p>Statement regarding immunisation requirements has been included under Special conditions – "<i>Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.</i>"</p>