



Statewide Clinical Support Services (SCSS)

ROLE DESCRIPTION

Role Title:	Technical Officer
Classification Code:	TGO2
LHN/ HN/ SAAS/ DHW:	Statewide Clinical Support Services (SCSS), CALHN, SA Health
Hospital/ Service/ Cluster:	SA Pathology
Division:	
Department/ Section/ Unit/ Ward:	Regional Services
Role reports to:	Laboratory Manager
Role Created/Reviewed Date:	May 2021
Criminal and Relevant History Screening:	<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)
Immunisation Risk Category Requirements:	<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

Primary Objective(s) of role:

The following objectives for a Technical Officer at the classification level of TGO2 are as follows:

- > Contribute to the provision of a quality, multi-disciplined pathology service provided in a regional laboratory.
- > Activities at this level may be undertaken on an individual basis, or as the leader of a project team on minor technical projects and will include a requirement to exercise knowledge and involve the application of technical judgement in support of research, operational and/or project programs.
- > Perform duties which demand expertise, experience and technical skills to undertake supervisory responsibilities within the team.
- > Provide reports and recommendations of technical suitability of equipment, procedures, processes and results.

Direct Reports:

- > Nil

Key Relationships/ Interactions:

Internal

- > Interacts closely with personnel at all levels on a daily basis within SA Pathology regarding specimens, tests, results and equipment.

External

- > Communication with scientific / technical / medical / operational staff requesting further information and clarification regarding specimens forwarded for pathology testing and or test results.
- > Exchange of information with requestors and personnel from other Pathology providers to retrieve samples, answer queries and provide test-related information.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Understanding the variations between test requirements.
- > Maintaining an efficient integrated workflow.
- > Understanding the need for courteous and clear communication at all times, particularly at times of high workload pressure.
- > Balancing complex and changeable work priorities requiring self-motivation and organisational skills.
- > Working in an environment of rapidly changing technology and knowledge
- > Extensive travel requirements to maintain skills and competency
- > Recruiting and retaining multiskilled technical staff in a regional location

Delegations:

- > As per Statewide Clinical Support Services HR and Financial delegations

Key Result Areas and Responsibilities

Key Result Areas	Major Responsibilities
Service Provision	<p>Contribute to the provision of the reliable and efficient diagnostic regional pathology service by:</p> <ul style="list-style-type: none"> > Participating in the performance of routine testing in the disciplines of Microbiology, Haematology, Clinical Chemistry and Transfusion Medicine. > Ensure that a high standard of technical and scientific performance is achieved and maintained, and the ability to troubleshoot and verify abnormal results > Perform standard routine and more complex tests without direct supervision and within specified turnaround times. > Undertake the supervision and training of staff in basic and specialised procedures. > Assessing test outcomes for accuracy and clinical relevance by using experience and knowledge and actively recognising which results require further investigation and/or immediate follow up. > Receive specimens into the laboratory (information system) and perform identity checks in accordance with established laboratory protocols. > Undertake the collection of specimens from patients, including venepuncture and paediatric collections. > Sort and prepare samples for testing and analyses including dispatch to other laboratories where appropriate. > Under the governance of the supervisor shall review and report results in accordance with defined laboratory guidelines and appropriate to technical grade delegations. > Provide high quality and accurate results within a timeframe determined through established KPIs > Ensure operational compliance to laboratory Quality Control protocols, monitor trends and provide comments to outlier results, and perform troubleshooting > Establish and maintain effective working relationships with Laboratory Staff as appropriate regarding diagnostic interpretive or technical problems and resolving them efficiently.

	<ul style="list-style-type: none"> > Assist with the development of schedules, programs and procedures for planned maintenance, to meet business operational goals and objectives. > Assess equipment performance, reporting errors, troubleshooting and implementing corrective actions. > Undertake and participate in development and research activities as required. > Apply inventory management principles so as to facilitate effective consumable utilisation. > Ensure the appropriate storage, safe transport and disposal of specimens.
Quality Management	<ul style="list-style-type: none"> > Actively participate in the application of Quality Management principles in accordance with appropriate regulatory framework, as directed by management. This may include: <ul style="list-style-type: none"> o Procedural audits and reviews o Implementation of new methods and procedures o Ensuring acknowledgement of relevant procedural updates o Ensuring appropriate and immediate reporting of incidents, errors and complaints o Oversight of minor equipment such as pipettes and timers > Understand, maintain and apply the principles of internal quality control and solve problems that may arise. > Partake in the processing of all relevant external quality assurance programs, and may be required to understand, maintain and apply the principles of and external quality assurance programs and solve problems that may arise.
Professional Development	<ul style="list-style-type: none"> > Develop and maintain skills to ensure participation in all areas of the diagnostic laboratory service. > Maintain specialist expertise by reading scientific journals and by attending internal and external seminars, lectures and workshops.
Work, Health & Safety	<ul style="list-style-type: none"> > 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. > Report incidents and risks in a timely manner. > Handling and processing of biological hazardous samples. > Collaborate with senior staff in resolution of issues and mitigation of risks. > Complete mandatory training obligations including emergency evacuation and fire training.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > Diploma or Advanced Diploma in an approved and recognised qualification or an equivalent.

Personal Abilities/Aptitudes/Skills:

- > Ability to complete variable workloads to a high standard.
- > Ability to prioritise and manage tasks and meet work deadlines according to standard laboratory procedures.
- > Ability to supervise and train other laboratory personnel.

- > Ability to prepare and present reports at laboratory staff meetings.
- > Ability to follow written and verbal instructions.
- > Positive commitment to customer service.
- > Communicate and work effectively within a team environment.
- > Sound interpersonal skills.
- > Ability to use initiative to solve problems.
- > Good numerical and keyboard skills.
- > Excellent oral and written communication skills.
- > Ability to work under limited supervision.
- > Ability to use various computer software to perform work duties.

Experience:

- > Demonstrated experience in a relevant laboratory.
- > Experience in dealing with client requirements.
- > Experience in troubleshooting and problem resolution.

Knowledge:

- > Knowledge of quality principles and procedures.
- > High-level knowledge of diagnostic laboratory practice.
- > Knowledge of Work Health, and Safety practices.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > Evidence of the desire for self-improvement – attendance at seminars, courses etc.
- > Membership of a relevant, professional society.

Personal Abilities/Aptitudes/Skills:

- > Ability to show initiative and motivation in the performance of duties.
- > Proven supervisory, leadership and training skills.
- > Proven ability to communicate effectively with staff and management.
- > Proven ability to work independently with limited supervision.
- > An ability to work with staff at all levels.

Experience:

- > Experience in working in a multi-disciplinary laboratory.
- > Experience in the operation of complex instrumentation and specialised laboratory equipment.
- > Experience in the coordination of staff.

Knowledge:

- > Knowledge of NATA accreditation and quality certification requirements.
- > Knowledge of pathology computer systems.
- > Knowledge of the organisational structure and administrative procedures of SA Pathology.

Special Conditions:

- > Participation in out of hours roster including weekends, public holidays and shift work.
- > Must reside within 30 minutes of the laboratory for after hours on-call response.
- > Some intra-state travel will be expected.
- > Maintenance of a current Class C Driver's Licence is essential.
- > 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.

Regional Services:

The Regional laboratories provide a diagnostic pathology and collection service to the local community in both the hospital and private GP sector. The SA Pathology laboratories are part of the community and strive to meet the needs of the local population and Country Health SA Local Health Network by delivering a service that is timely, accessible and of a high standard to ensure the best outcomes for all patients.

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):

Integrity:	We are honest, consistent and act fairly. We make evidence-based decisions that are in the best interests of the South Australian community.
Compassion:	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.
Accountability:	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
Respect:	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.

Excellence:

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.