



ROLE DESCRIPTION

Role Title:	Casual - Operational Services Officer – Courier/Data Entry/Call Centre
Classification Code:	OPS1
LHN/ HN/ SAAS/ DHW:	Central Adelaide Local Health Network
Hospital/ Service/ Cluster:	Statewide Clinical Support Services
Division:	SA Pathology
Department/Section / Unit/ Ward:	Multiple
Role reports to:	Supervisors
Role Created/ Reviewed Date:	March 2020
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 Casual Operational Services Officer provides a range of customer services within SA Pathology. The duties could include Pre-Analytical (Data Entry), Call Centre, Courier

Pre-Analytical Duties (DOE)

- > Providing a high level of customer service of duties in Phlebotomy, specimen collection, specimen management and/or administration including use of Laboratory Information Systems and Telephone Systems
- > Managing specimens in the pre-analytical stage that ensures the delivery of quality samples for testing that leads to the timely diagnosis and treatment of patients
- > Receiving, sorting and performing preliminary preparation on specimens for analysis
- > Ensuring that specimens are stored and transported under defined conditions
- > Entering patient/testing information into the various laboratory computer systems in an accurate and timely manner
- > Ensuring external and internal customer enquiries are managed effectively
- > Scanning and filing of request forms
- > Working within an integrated multidisciplinary team
- > Training is a predominant feature at this level
- > Providing accurate and relevant information in response to customer enquiries.

Call Centre

- > Providing accurate and relevant information in response to customer enquiries regarding COVID19 testing
- > Sending out SMS's via a system platform
- > Telephoning patients of their negative results
- > Answering COVID19 queries on a dedicated phone line and emails
- > Providing COVID19 reports to international travels

For Courier role:

- > Employees at this level are subject to close direction
- > 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 Regional areas.
- > Provide positive representation for SA Pathology performing frontline work through direct interaction with customers and clients.

Direct Reports:

- > Nil

Key Relationships/ Interactions:Internal

- > SA Pathology Management, Laboratory staff and couriers
- > Works as part of a team maintaining a close working relationship with other SA Pathology staff

External

- > Liaises extensively with other health units and doctors
- > Patients and the general public.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Adapting to a changing environment
- > Working in a multidisciplinary team
- > Ensuring accurate sorting and preparation of specimens to guarantee correct analysis
- > Paying particular attention to detail and ensuring accuracy in transcribing data by hand or PC
- > Liaising with doctors, hospitals, and other laboratory staff to clarify information
- > Meeting KPIs of workplace priorities and time efficiency
- > Fast paced environment/customer conflict
- > Adhering to processes to minimise risk of error
- > Liaising with all Health professionals across all areas
- > 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:

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

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Provide quality customer services and patient care	<ul style="list-style-type: none"> > Provide an empathetic and high-quality customer service to SA Pathology clients and staff that meets a Duty of Care. > Demonstrate behaviour consistent with the principles, values and ethics of the organisation. > Demonstrate an understanding of and support business objectives to meet KPIs. > Demonstrate an awareness of and solve everyday problems that may impact on own designated work tasks. > Demonstrate consideration of consumer needs. > Share information, build relationships and communicate in a clear and concise manner. > Demonstrate timeliness that impacts positively on customer service. > Actively support colleagues in a team environment. > Maintaining an excellent knowledge of the services provided by SA Pathology, customer service policies and procedures, test menus and senior SA Pathology staff. > Maintaining confidentiality of patient records at all times and maintaining strict levels of security relating to data, user identification and access to information systems. > Maintaining the currency and accuracy of all data bases (including ULTRA). > Ensuring all equipment and search facilities remain operational and functional and reporting any breakdowns, inaccuracies or corruption of data to the Supervisor immediately. > Prioritising work and contributing to smooth workflow. > Adhering to quality management principles and identifying opportunities for service improvement. > Contributing to the training and development of staff within the Call Centre team. > Providing information, support, guidance and coaching for staff at the directorate level in the appropriate use of the telephone system, appropriate customer service standards and the services provided by SA Pathology. > Acting as a focal point for the provision of feedback from divisions in relation to customer service issues. <p>For Courier role:</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.

<p>Contribute to the provision of a timely, accurate and efficient pathology pre analytical service</p>	<p>For Pre- Analytical Role:</p> <ul style="list-style-type: none"> > Receiving and sorting specimens for analysis. > Performing preliminary preparation of samples (eg. centrifugation, separation and dispensing of sub-samples). > Duties may include loading laboratory analysers. > Ensuring samples are stored under appropriate storage conditions (eg in racks, refrigerators and freezers). > Delivery of samples to analytical equipment “in-trays” where specified. > Ensuring that request details are properly defined and appropriate test codes are recorded. > Ensuring that request forms are complete and accurate by liaising with surgeries, hospitals and requesting doctors. > Assisting with the preparation and preliminary packaging of samples and other materials for transport to other laboratories or agencies. > Perform data entry duties. > Using the imaging system to create accurate image representations of laboratory request forms. <p>For Call Centre Role:</p> <ul style="list-style-type: none"> > Providing assistance to the telephone enquiry service (Call Centre) when required. > Assisting in the provision of specimen information to laboratories in the SA Pathology network. > Maintaining good housekeeping procedures. > Sorting and delivery of reports to other locations. > Providing a timely, professional and responsive telephone enquiry service. > Providing accurate and relevant information in response to customer enquiries. > Ensuring that customers feel they have been well treated by responding to them in a courteous, friendly and helpful manner. > Ensuring that all incoming requests and enquiries are recorded and responded to in an efficient and timely manner. > Receiving and acting on requests for courier pick up and deliveries in a timely manner.
<p>Provide high quality phlebotomy services</p>	<ul style="list-style-type: none"> > Deliver efficient and effective specimen collection from adults, children and infants by implementing the current specimen collection policy and procedures. > Undertake standard daily duties to ensure the efficient operation of a Collection Centre. > Provide accuracy in the provision of information and performance of the job role. > Advise clients on any special requirements prior to the collection of samples. > Ensure the provision of basic first aid, to manage and limit complications during procedures. > Use of Millennium (Enterprise Patient Laboratory Information System).
<p>Quality</p>	<ul style="list-style-type: none"> > Assist SA Pathology in maintaining appropriate accreditation and quality certifications. > Ensure that equipment and consumables are maintained in a clean, safe and well-resourced state in accordance to NATA and WHS standards of accreditation. > Participation in quality improvement activities. > Adherence to WHS and Infection Control policies and practices. <p>For Courier role:</p> <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 > Ensuring fuel supplies are adequate at all times > Ensuring the communication link with the Courier Operations base is operative.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Excellent communication skills (oral and written) to support effective liaison, and cooperation with staff at all levels.
- > The ability to work as part of a team and foster cooperation and mutual support among staff.
- > The ability to produce a consistently high standard of work, demonstrating accuracy and attention to detail.
- > Ability to listen and consider different ideas and discuss issues with consideration and care.
- > Excellence in Customer service orientation and demonstrated commitment to the achievement of customer expectations which is positive, timely, accurate and supports a commitment to patient confidentiality.
- > Demonstrated computer skills.
- > Ability to work effectively, prioritise work and to achieve high standards of work performance.
- > Demonstrates a sound work ethic related to industrial expectations.
- > Possesses an energetic, dynamic and proactive approach to the work role.
- > Demonstrates a commitment to continual professional development related to the work role.
- > Demonstrated reliability and attendance
- > Excellent telephone manner and the ability to handle a large number of telephone calls.
- > Highly developed verbal communication skills with clear and precise diction.
- > Sound judgement and maturity.

For Courier role:

- > High level of customer services skills in client's premises, and in the presence of the general public.
- > 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.
- > Reliable, punctual and able to adhere to time schedules.

Experience

- > Experience in providing a quality customer service.
- > Demonstrated ability to prioritise and work effectively in a high thru put customer area.
- > Experience in working with computer based systems, including Microsoft Suite of Applications
- > Experience working quickly and accurately, with the ability to work to a high standard.
- > Experience working effectively as a team member.
- > Experience in the recording of data using information systems.
- > Keyboard skills.

For Courier role:

- > 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

- > Knowledge of Work Health and Safety, Infection control principles and guidelines.
- > Sound knowledge of the meaning of confidentiality.

For Courier role:

- > Good knowledge of the Adelaide Metropolitan and outer metropolitan areas including suburbs and major arterial roads
- > Basic knowledge of vehicle maintenance requirements
- > Knowledge of customer service issues.
- > An understanding of and demonstrated commitment to the principles of confidentiality and privacy.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Successful completion of the Certificate III and/or IV in Pathology Specimen Collection.
- > Customer Service Certificates.
- > Maintains a current First Aid Certificate.

Personal Abilities/Aptitudes/Skills:

- > Demonstrates emotional intelligence and maturity.
- > Proven ability to produce a consistently high standard of work, demonstrating accuracy and attention to detail.

Experience

- > Managing customers in a fast-paced environment.
- > Current experience in a hospital / pathology specimen collection environment or pathology laboratory, a medical practice, or a nursing home.

Knowledge

- > Understanding of Consumers' rights within a Health Care setting.
- > Knowledge of medical laboratory procedures.
- > Knowledge of medical terminology.

Special Conditions:

- > **These are Casual Roles** - please note all areas work 7 days a week. Pre-Analytical casual shifts are morning, afternoon, evening, overnight. Data Entry is morning/afternoon/evening.
- > Courier – can be required to travel intrastate
- > May be required to work overtime which may include weekends and public holidays.
- > As required the incumbent may rotate through a range of laboratory/collection work areas.
- > The incumbent may be required to participate in an on-call roster.
- > Some out of hours work may be required including weekends and public holidays.
- > Intra, interstate and international travel may be required.
- > 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.

Health Network/ Division/ Department:

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.

Division/ Department:

SA Pathology's mission is to provide:

- The people of South Australia with comprehensive quality pathology and associated critical 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

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

Name:

Signature:

Date: