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## SA Health Job Pack - Casual Pool

<b>Job Title</b>	Client Service Assistant
<b>Eligibility</b>	Open to Everyone
<b>Job Number</b>	874773
<b>Applications Closing Date</b>	31 August 2025
<b>Region / Division</b>	Flinders and Upper North Local Health Network
<b>Health Service</b>	Whyalla Hospital and Health Services
<b>Location</b>	Whyalla
<b>Classification</b>	WHA2
<b>Job Status</b>	Casual (up to 31 August 2025)
<b>Salary</b>	\$27.93 - \$28.23 per hour + 25% casual loading

## Contact Details

<b>Full name</b>	Rachael Sparrow
<b>Phone number</b>	8648 8507
<b>Email address</b>	Rachael.sparrow@sa.gov.au

## 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 (DHS) 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 Check (WWCC) - **DHS**
- National Disability Insurance Scheme (NDIS) Worker Check- **DHS**
- Unsupervised contact with Vulnerable groups- **NPC**
- Unsupervised contact with Aged Care Sector- **DHS**
- No contact with Vulnerable Groups - 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 A (direct 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 A (direct contact with blood or body substances). [Please click here for further information on these requirements.](#)

## 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 [Guidelines for Applicants](#) for further information regarding

- Salary Packaging
- Opportunities for movement within SA Health
- Flexible working arrangements
- Criminal History screening and background checks
- Immunisation requirements
- Rights of review
- Information for applicants



## ROLE DESCRIPTION

<b>Role Title:</b>	Services Assistant
<b>Classification:</b>	WHA-2
<b>Stream:</b>	Catering / Utility Services
<b>Local Health Network:</b>	Flinders and Upper North Local Health Network (FUNLHN)
<b>Location:</b>	Whyalla Hospital and Health Services
<b>Type of Appointment:</b>	<input type="checkbox"/> Ongoing
	<input type="checkbox"/> Temporary Term:
	<input type="checkbox"/> Other Term:
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children Check (DHS) <input type="checkbox"/> Disability Services (DHS) <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 SPECIFICATION

### Summary of the broad purpose of the role in relation to the organisation's goals

The Services Assistant is responsible for providing a timely, efficient and effective service, that involves the catering and cleaning of the health unit. Duties may include the preparation, service and delivery of food to clients, and general housekeeping.

The Services Assistant may also be required to undertake laundry duties.

### Reporting/Working Relationships

The Services Assistant is responsible directly to the Team Leader on a day to day basis and ultimately responsible to the Service Manager.

### 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.

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## White Ribbon

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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.

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## Cultural Statement

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FUNLHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. FUNLHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

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## Special Conditions

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- > 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 National Police Certificate (NPC).
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- > Prescribed positions under the Disability Services Act 1993 must obtain a satisfactory Disability Services Employment Screening through the Department of Human Services (DHS) Screening Unit.
- > NPCs and DHS Disability Services Employment Screenings must be renewed every 3 years thereafter from date of issue.
- > WWCCs must be renewed every 5 years thereafter from date of issue.
- > The position is primarily located at <Whyalla Hospital & Health Services> but the incumbent maybe required to work from other sites within <FUNLHN> area.
- > Must be an Australian Resident or hold a current working visa.
- > The incumbent will be required to enter into an Annual Performance Review and Development Plan for the achievement of specific, service or program outcomes.
- > Current driver's license and willingness to drive.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

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## Statement of Key Outcomes and Activities

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**Contribute to the general housekeeping, catering and laundry service of the health unit by:**

### Utility Services

- undertaking minor sewing repairs (not including making or manufacturing)
- prepare wash, clean, sort, dry, fold, label, iron, pack, deliver and store, as appropriate, laundry, uniforms and linen
- assist with recording (e.g. imprest systems and for sterilization during washing cycle)
- window high cleaning with use of ladders
- routine shampooing of carpets, requiring the use of electronically powered or hand equipment and walking behind cleaning equipment and plant.

### Catering

- preparation of breakfasts, soups, gravies and fast serve foods (for example sausage rolls, wraps and bacon and eggs)
- cut an portion ingredients for meal packs
- receive stock, reconstitute (requiring decision on temperature and time selection) and plate frozen food
- notify food complaints to supervisor
- assist clients to fill-out menus (request for specific dietary requirements should be referred to the appropriate employee)
- service, plate and deliver food.

**Contributing to the effective management of material resources by:**

### Utility Services

- request orders for repairs to equipment
- operate mechanical washing machines, sealing units, hot air ovens and laboratory incubators
- initiate requirements for repairs to equipment
- check and delivery of gas cylinders.

### Catering

- switch on required equipment
- unlock work areas
- check off stock lists
- cashier duties (not independent reconciliation of cash)
- stocking and maintaining, cleanliness and notifying any damage to vending machines
- initiate ordering for repairs.

**Contribute to the efficient and effective operation of the health unit by:**

- may require the operation of machinery, equipment and/or facilities
- instruction given by way of verbal, written or diagrammatic direction
- providing assistance and co-operation to other employees
- perform routine functions requiring the undertaking of clear and straight forward instruction.

**Demonstrates and maintains a satisfactory knowledge and skill base to perform role by:**

- undertaking training as required and maintaining required skills and knowledge applicable to the role.

**An employee at Level 2 will be required to perform duties at the lower level.**

## **GENERAL**

**Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination by:**

- › Complying with workplace policies and guidelines.
- › Comply with and have a working knowledge and understanding of the requirement for all staff employed in the organisation in regards to confidentiality.
- › Commitment to the continuous improvement in the provision of customer service.
- › Comply with and have a working knowledge and understanding of current Food Safety Standards and current Infection Control Standards policies and procedures.
- › Correctly utilising appropriate personal protective equipment.
- › Participation in continuous quality improvement programs and accreditation activities.
- › Ensuring cultural sensitivity is maintained by attending and contribute to their learning in diversity of cultural awareness and cross cultural training, with a frequency to be determined as appropriate by the organisation.
- › All staff will actively support and contribute to risk management by maintaining an awareness of the risks relating to their area of responsibility and accountability including the identification and reporting of such risks
- › It is the responsibility of every employee to ensure that no official record created or received (in any format) is destroyed without following prescribed retention procedures and subsequent authorisation from State Records. It is further the responsibility of every employee to ensure they gain an understanding of what constitutes an official record. It is a requirement that all employees will adhere to the prescribed Policy, Procedures & Practices of this organisation in relation to records management.

**Contribute to the well-being of people in South Australia through participation 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.**

**Contribute to the promotion and implementation of the Public Sector Act principles and practices and employee conduct standards, in particular Equal Opportunity and Work Health and Safety by adhering to the provisions of relevant legislative requirements.**

## PERSON SPECIFICATION

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### ESSENTIAL MINIMUM REQUIREMENTS

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**Educational/Vocational Qualifications** (include only those listed as an essential qualification for the specified classification group)

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**Personal Abilities/Aptitudes/Skills:** (related to the job description and expressed in a way which allows objective assessment)

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- Proven ability to work well within a team environment.
  - Ability to work in various settings and relate to all levels of staff.
  - Flexible approach to work and rostering systems.
  - Proven ability to meet deadlines and timeframes.
  - Interpersonal and communication skills and the ability to relate to people from different cultures, backgrounds and circumstances.
  - Ability to provide assistance and co-operation to other staff.
  - Demonstrated ability to perform under general direction.
  - Ability to use discretion and maintain strict confidentiality.
  - Effective written, verbal and numeracy skills.
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### Experience

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- Limited experience in the areas of housekeeping, cooking/catering and laundry.
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### Knowledge

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- Basic knowledge of safe working conditions.
  - Basic knowledge of Food Safety Standards.
  - Basic knowledge of Infection Control Standards, including cleaning and sanitizing processes.
  - Basic knowledge and commitment to customer service principles.
  - Knowledge of computer packages eg Microsoft Word, Excel.
  - Knowledge and understanding of the Work Health and Safety Act and Risk Management principles.
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**DESIRABLE CHARACTERISTICS** (To distinguish between applicants who have met all essential requirements)

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**Educational/Vocational Qualifications** (considered to be useful in carrying out the responsibilities of the position)

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- Successful completion of Year 11 High School.
  - A current First Aid Certificate.
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**Personal Abilities/Aptitudes/Skills:** (related to the job description and expressed in a way which allows objective assessment)

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- Demonstrated manual handling skills.

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**Experience**

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- Experience in the areas of housekeeping, cooking/catering and laundry.
- Limited experience in the use of computer packages eg Microsoft Word, Excel.

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**Knowledge**

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- A knowledge of Equal Employment Opportunity legislation.

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**Other Details:**

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## **ORGANISATIONAL CONTEXT**

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### **Organisational Overview:**

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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:**

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SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing 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, Regional Local Health Networks and SA Ambulance Service.

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, international 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:**

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#### **Partnering with Consumers**

The Flinders and Upper North Local Health Network is committed to involving consumers, communities and carers in the planning, design and evaluation of our health services. We do this through (but not limited to) Flinders and Upper North Local Health Network Board Consumer and Community Engagement Committee, Health Advisory Councils, Community Network Register and with consumer representation on operational committees. Furthermore, advocacy and advice is sought as appropriate from specialist support group Experts by Experience and representatives for mental health, aged care, child and youth care, disability and other groups.

# VALUES

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## SA Health Values

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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.

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## Code of Ethics

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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**