

People first | Future focused | Ideas driven | Community minded

Operational Services Role Descriptions

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- Senior Support Services Officer WHA5



ROLE DESCRIPTION

Role Title:	Catering Assistant – Packing / Ingredients		
Classification Code:	WHA2	Position Number	PO7350
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	The Queen Elizabeth Hospital		
Division:	Operational Services		
Department/Section / Unit/ Ward:	Food Services		
Role reports to:	Food Service Manager		
Role Created/ Reviewed Date:	August 2024		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC or DHS) <input type="checkbox"/> Working With Children’s Check (DHS) <input checked="" type="checkbox"/> National Police Check (NPC)		
Immunisation Risk Category:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)		

ROLE CONTEXT

Primary Objective(s) of role:
<p>The Catering Attendant is responsible for the efficient and timely preparation, plating and distribution of all meals and mid-meals, retrieval and washing of all wares, by ensuring adherence to all safe work practices and in accordance with relevant legislation. This will include all patient requirements, special functions, external site requirements. The incumbent is responsible for ensuring all food items required by Food Services are prepared safely and to a standard that meet the dietary requirements of all customers by, following written and verbal instruction, while adhering to safe work practices and complying with all Safe Food Australia Standards.</p>

Key Relationships/ Interactions:
<p><u>Internal</u></p> <ul style="list-style-type: none"> • Other Worker Health Ancillary employees within Food Services. • Other Supervisors/Team Leaders within Food Services. <p><u>External</u></p> <p>Some clinical and Allied Health staff.</p>

Challenges associated with Role:
<p>Major challenges currently associated with the role include:</p> <ul style="list-style-type: none"> • Collate external orders and meal packing in a timely manner to ensure the quality of the product is not compromised. • Ability to follow standard recipes, preparation of ingredients in readiness for cooks that are hygienic and safe to eat for customers by ensuring cleaning and sanitising processes are adhered to. • Following established safe work practices when operating equipment.

Delegations:
<ul style="list-style-type: none"> • Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>The provision of high quality and timely product to the patient by:</p>	<ul style="list-style-type: none"> • Ensuring products are prepared in accordance with Safe Food Australia Standards 3.2.2 Food Safety Practices and General Requirements. • Supplying all meals and mid meals within set timeframes to meet the service requirements of the patients, external site customers and function service for the customer. • Ensuring ready to eat food requirements for patients are correctly placed in holding areas prior to the start of each meal service. • Ensuring all food requirements for the following day are prepared. • Following all verbal or written instructions from the Food Service & Contract Manager, Production & Logistic Manager, Distribution Supervisor, Kitchen Supervisor, Team Leaders or staff members representing them. • Receiving, storing and dispatching of stores requirements as directed by the Kitchen Supervisor. • Undertake, as required, any or all of the duties for a Health Ancillary Worker on a lower level. • Undertake training in tasks as required. • Assist with staff training and orientation to new trainees.
<p>Contribute to an efficient and effective production service according to departmental quality standards and procedures.</p>	<ul style="list-style-type: none"> • Preparation of food stuffs from basic state ready for serving or cooking. • Ability to follow standard recipes and procedures. • Plating, packaging and presentation of meals. • Adherence to proper food handling and hygiene practices. • The application of appropriate methods of food preparation, holding and presentation to ensure a high quality product.
<p>Ensure a clean work environment and all food products are stored correctly by:</p>	<ul style="list-style-type: none"> • Ensuring all food products are covered, labelled and dated correctly. • Cleaning and sanitising all equipment and work areas using established safe work practices. • Ensuring all mandatory audits are completed accurately in accordance with the food safety plan. • Adhering to stock rotation principles. Liaising with the kitchen supervisor to ensure adequate stock levels are maintained.

	<ul style="list-style-type: none">• Ensuring all items are sealed and returned to their designated areas of the dry stores, as per regulations the Food Act.• Ensuring products are placed in the appropriate location (ie cool room and freezers) after preparation and cooked products are kept separate from uncooked products as per mandatory regulations of the relevant Commonwealth and State Food Act and Regulations and Standards.
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Nil

Personal Abilities/Aptitudes/Skills:

- Ability to read and write English.
- Ability to deal with the time pressures of a food service.
- Ability to communicate effectively in writing and verbally with all staff.
- Ability to work with dexterity.
- Has a commitment to quality and customer service.
- Ability to work in a team environment.
- Perform duties under general direction.
- Demonstrated skills in customer service.
- Ability to organise and prioritize workloads within set time frames.

Experience

- Experience working in a large catering environment.

Knowledge

- Knowledge of Safe Food Australia Standards.
- Knowledge of Worker's Health and Safety Act and it's principles and their application in the workplace.
- Knowledge of manual handling principles.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Completion of/or studying towards an appropriate course in food handling and hygiene.

Personal Abilities/Aptitudes/Skills:

-

Experience

- Previous experience of food preparation and/or food handling within a Food Services area including hotel, restaurant or health facility.

Special Conditions:

- The incumbent is required to work between the hours of 6.00 AM and 9.00 PM over a 5 or 7 day roster, at any site the business dictates.
- 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

OFFICIAL

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.

Organisational Context

Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission 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.

Central Adelaide Local Health Network:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

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 SA Medical Imaging (SAMI), SA Pathology SA Pharmacy and BreastScreenSA, 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, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN, visit centraladelaide.health.sa.gov.au

Values

Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

Values	Behaviours
<i>People first</i>	<ul style="list-style-type: none">- I am there for my patients and colleagues when they need me most.- I put myself in my patients and colleagues shoes to understand their needs.- I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience.- I respect uniqueness in my colleagues, our patients and their families.
<i>Ideas driven</i>	<ul style="list-style-type: none">- I look and listen to ensure I fully understand the problem and find a solution.- I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.- I invest in my own learning and look for opportunities to explore and introduce new ideas.- I am interested in critical research and how it informs creative thinking.
<i>Future focussed</i>	<ul style="list-style-type: none">- I embrace leading practices and use them to evolve our ways of working.- I lead and support change to improve patient and organisational outcomes.- I am constantly on the look-out for opportunities to improve.
<i>Community minded</i>	<ul style="list-style-type: none">- I put my hand up to lead work that matters.- I am accountable and focused on value.- I value and champion diversity.- I embrace collaboration and constructive partnerships.

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.

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.

Role Acceptance

Employee 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:

Approvals

Role Description Delegate Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:



ROLE DESCRIPTION

Role Title:	Catering Assistant		
Classification Code:	WHA 2	Position Number	
LHN/ HN/ SAAS/ DHW:	Central Adelaide Local Health Network (LHN)		
Hospital/ Service/ Cluster:	Hampstead Centre		
Division:	Operational Services		
Department/Section / Unit/ Ward:	Nutrition & Food Services - Central Plating		
Role reports to:	Food Service & Contract Manager		
Role Created/ Reviewed Date:	August 2024		
Criminal and Relevant History Screening:	<input type="checkbox"/>	Aged (NPC or DHS)	
	<input type="checkbox"/>	Working With Children's Check (DHS)	
	<input checked="" type="checkbox"/>	National Police Check (NPC)	
Immunisation Risk Category Requirements:	<input type="checkbox"/>	Category A (direct contact with blood or body substances)	
	<input type="checkbox"/>	Category B (indirect contact with blood or body substances)	
	<input checked="" type="checkbox"/>	Category C (minimal patient contact)	

ROLE CONTEXT

Primary Objective(s) of role:

The Catering Assistant level 2 assists in the provision of a high-quality food & beverage service by undertaking responsibility and duties additional to the level 1 tasks in specific areas of the service including the salad and sandwich area, the preparation of hot breakfast items, ingredients and stores control, opening and securing of an area, cashiering and the meal service (including updating of meal lists or reheating of frozen food).

Direct Reports:

- Nil

Key Relationships/ Interactions:

Internal

- The Catering Assistant Level 2 is responsible to the Section Manager (Employee Services Co-Ordinator or Production & Logistics Manager) and reports to the Senior Food Service Supervisor/Supervisory Cook on a day-to-day basis.
- The Catering Assistant Level 2 assists with the training of new staff.

Challenges associated with Role:

Major challenges currently associated with the role include:

- High volume service with explicit time frames
- Demands on the service may fluctuate
- Customer focussed with multiple areas to collaborate and interact with

Delegations:

- NIL

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Contribute to the provision of an effective, high quality and efficient food and beverage service by providing a service according to procedures and meeting the standards set by the Department	<ul style="list-style-type: none"> • Coordination of the salad and sandwich preparation area including ingredient supply and preparation, to ensure supply meets the requirements of the Food Service. • Coordination of the special function trolleys including ingredient supply and preparation, delivery and collection, and setting up of function areas • Preparation of hot breakfast items, soups, gravies and convenience foods. • Re-heating of pre-prepared frozen food. • Assisting in the accurate, timely service of meals by updating of ward meal lists and adjusting menu slips as required for the current meal. • Assisting in the tray line service including checking the accuracy of trays. • To lock up or unlock work area and ensure equipment ready for use or off. • Coordination of the ingredients control area including the portioning and distribution of ingredients and prepared food items. • Assisting in the management of wholesome, appropriate and properly maintained stores and control including receiving, delivery, storage, security and stock rotation.
Contribute to the provision a cost effective, high quality successful, contemporary staff and Visitor food service	<ul style="list-style-type: none"> • Assisting in the set up and maintenance of food displays • Assisting in all aspects of the service ensuring food is portioned, presented and served in accordance with set guidelines and principals • Ensuring a high standard of customer service and working as part of a team to promote the business and enhance the service. • The operation of the cash register with a concern for customer service and the adherence to Departmental cash handling procedures. • Participate in promotion and marketing strategies
Ensuring that hygiene standards are maintained in accordance with appropriate procedures including	<ul style="list-style-type: none"> • Attention to personal hygiene, compliance to proper food handling practice, suitable storage of food, correct storage of clean items and equipment, removal of waste and adherence to suitable cleaning routines in their work areas.
Facilitate the provision of a high quality, efficient flexible food and beverage service able to meet the needs of its customers	<ul style="list-style-type: none"> • Undertake training and relieve in any position of the same level within the Nutrition and Food Service Department. • Assist with staff training and orientation • Participate in ongoing departmental quality assurance programs as arranged by the Section Manager.
Contribute toward the provision of a safe and healthy work environment for self and others.	<ul style="list-style-type: none"> • Reporting all accidents, incidents and near misses. • Complying with reasonable instructions or procedures aimed at protecting the health and safety of themselves and others; and • Carrying out responsibilities as detailed in occupational health, safety and injury management policies and procedures.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- Nil

Personal Abilities/Aptitudes/Skills:

- Strong literacy skills
- Ability to interpret work instructions, menus, policies and procedures
- Ability to communicate effectively with a variety of personnel
- Ability to follow written and verbal direction effectively
- Ability to work in a team setting making a contribution to the service and working with new ideas and changes in a constructive and positive manner
- Ability to work in the timeframe provided.
- Has a commitment to quality and customer service.

Experience:

- Nil

Knowledge:

- Nil

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- Completion of/or studying towards an appropriate course in food handling, hygiene or nutrition.

Personal Abilities/Aptitudes/Skills:

- Nil

Experience:

- Previous experience working in a catering environment.
- Previous experience in working in a hospital environment.

Knowledge:

- Basic knowledge of food handling.
- Knowledge of safe work practices

Special Conditions:

- It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided the 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.
- May be required to work over a 5- or 7-day roster. Acceptance of staff rotation is a condition of employment.
- Some out of hours work may be required.

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.
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- 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.
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- Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

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Organisational Overview:

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Division / Department:

Support services provide a support to Medical and Nursing staff on the clinical units in the day-to-day nursing and rehabilitation of patients by providing a service of high quality to patients, visitors and all multi-disciplinary departments throughout the campus confines whose daily outcome depends greatly on the support services provided. To hold in high regard the physical and mental needs of clients and to respect their need for privacy and dignity during their stay at the Hampstead Rehabilitation Centre.

Support staff provide an Emergency Response Team membership, to deal with emergency situations and to ensure the safety of patients, staff and visitors regardless of the type of emergency Provide support across all areas across the campus

Values

Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

Values	Behaviours
<i>People first</i>	<ul style="list-style-type: none">- I am there for my patients and colleagues when they need me most.- I put myself in my patients and colleagues shoes to understand their needs.- I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience.- I respect uniqueness in my colleagues, our patients and their families.
<i>Ideas driven</i>	<ul style="list-style-type: none">- I look and listen to ensure I fully understand the problem and find a solution.- I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.- I invest in my own learning and look for opportunities to explore and introduce new ideas.- I am interested in critical research and how it informs creative thinking.
<i>Future focussed</i>	<ul style="list-style-type: none">- I embrace leading practices and use them to evolve our ways of working.- I lead and support change to improve patient and organisational outcomes.- I am constantly on the look-out for opportunities to improve.
<i>Community minded</i>	<ul style="list-style-type: none">- I put my hand up to lead work that matters.- I am accountable and focused on value.- I value and champion diversity.- I embrace collaboration and constructive partnerships.

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.

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.

Role Acceptance

Employee 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:

Approvals

Role Description Delegate Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:



ROLE DESCRIPTION

Role Title:	Cleaner		
Classification Code:	WHA 2	Position Number	
LHN/ HN/ SAAS/ DHW:	Central Adelaide Local Health Network (LHN)		
Hospital/ Service/ Cluster:	Hampstead Centre		
Division:	Operational Services		
Department/Section / Unit/ Ward:	Support Services		
Role reports to:	Manager Support Services		
Role Created/ Reviewed Date:	August 2024		
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC or DHS) <input type="checkbox"/> Working With Children's Check (DHS) <input checked="" type="checkbox"/> National Police Check (NPC)		
Immunisation Risk Category Requirements:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)		

ROLE CONTEXT

Primary Objective(s) of role:

The Cleaner is responsible for maintaining cleanliness of designated work areas, adhering to prescribed policies and procedures.

Direct Reports:

- Nil

Key Relationships/ Interactions:

Internal

- The Cleaner is accountable to the Team Leader Support Services.
- Ability to relate to staff, clients and visitors with tact, discretion and understanding.

External

SA Health employees, local, State and Commonwealth Government agencies, contractors and external stakeholders including members of the public and patients as requires

Challenges associated with Role:

Major challenges currently associated with the role include:

- CALHN has committed to a single service, multiple site model where services will be standardised across hospital and health services sites

Delegations:

- NIL

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Required to perform the following as listed:	<ul style="list-style-type: none"> • Damp dusting - high and low of all exposed surfaces. • Machine scrubbing, buffing of floors and polishing of floors if/when required. • Stripping and resealing of vinyl floors. • Vacuuming of all designated areas. • Cleaning of sanitary areas and non-toxic spillages. • Daily cleaning of Cleaner's rooms and all cleaning equipment. • Cleaning of shower, bath and toilet areas. • Cleaning of infectious rooms. • Collection of rubbish from all areas excluding central plating, kiosk kitchen and bins on hospital grounds. • Defrosting of fridges excluding central plating. • Inside cleaning of windows, glass, door frames, entrances, balconies and partitions. • Undertaking the changing of all curtains. • Replenishing paper towel and soap dispensers. • Cleaning the hospital beds - frames, wheels etc. • Cleaning furniture, lockers, handrails, ledges and water coolers. • Steam cleaning. • Carpet cleaning. • Other duties as directed.
Assist in the provision of quality improvement by taking part in quality control reviews through EQulP and improvement programs such as:	<ul style="list-style-type: none"> • Maintaining a strong customer focus • Ensuring a commitment to continuous improvement • Operating under the Code of Conduct for SA Public Sector Employees and RAH Corporate Policies, including RAH Confidentiality Code of Conduct • Regularly keeping abreast of all administrative and policy changes. • Taking action in preventing and correcting errors whenever possible. • Attending and participating in meetings and training workshops. • Participating in staff appraisal and staff development activities. • Assisting in the resolution of conflicts/difficulties encountered during the course of duty and reporting any major conflicts/difficulties to Team Leader or Support Services Manager. • Provide timely negotiation of leave and notification of sick leave with the Team Leader. • Providing feedback to the Team Leader or Support Services Manager in relation to workloads, improvements and other • issues related to the achievement of service outcomes
To contribute toward the provision of a safe, healthy and equitable work environment for self and others by:	<ul style="list-style-type: none"> • Reporting all accidents, incidents and near misses. • Complying with reasonable instructions or procedures aimed at protecting the health and safety of themselves and others. • Carrying out responsibilities as detailed in Work Health and Safety policies and procedures.

Key Result Areas	Major Responsibilities
	<ul style="list-style-type: none"> • Maintaining a knowledge of and adhering to the principles and standards of Equal Employment Opportunity Legislation which ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment.
Contribute to the maintenance of a healthy, safe and equitable working environment by:	<ul style="list-style-type: none"> • Maintaining a knowledge of and adhering to the principles and standards of Equal Employment Opportunity Legislation which ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- Nil

Personal Abilities/Aptitudes/Skills:

- Ability to communicate effectively with a variety of people.
- Ability to follow written and verbal directions effectively.
- Ability to work in a team setting.
- Ability to read, write and speak English fluently.

Experience:

- Nil

Knowledge:

- Nil

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- Nil

Personal Abilities/Aptitudes/Skills:

- Ability to work with limited supervision

Experience:

- Ability to work under pressure.
- Ability to organise workloads and meet deadlines.
- Previous experience in a cleaning environment.
- Previous experience in a hospital environment.

Knowledge:

- Knowledge of hospital cleaning practices and procedures.
- Knowledge of safe work practices.
- Knowledge and understanding of the basic principles and practices of the Occupational Health and Safety Act and the Equal Employment Opportunity Act

Special Conditions:

- It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided the 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.
- May be required to work over a 5- or 7-day roster. Acceptance of staff rotation is a condition of employment.
- Some out of hours work may be required.

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.
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- 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.

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.

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:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission 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.

Central Adelaide Local Health Network:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

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 SA Medical Imaging (SAMI), SA Pathology SA Pharmacy and BreastScreenSA, 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, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN, visit centraladelaide.health.sa.gov.au

Division / Department:

Support services provide a support to Medical and Nursing staff on the clinical units in the day-to-day nursing and rehabilitation of patients by providing a service of high quality to patients, visitors and all multi-disciplinary departments throughout the campus confines whose daily outcome depends greatly on the support services provided. To hold in high regard the physical and mental needs of clients and to respect their need for privacy and dignity during their stay at the Hampstead Rehabilitation Centre.

Support staff provide an Emergency Response Team membership, to deal with emergency situations and to ensure the safety of patients, staff and visitors regardless of the type of emergency Provide support across all areas across the campus

Values

Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

Values	Behaviours
<i>People first</i>	<ul style="list-style-type: none">- I am there for my patients and colleagues when they need me most.- I put myself in my patients and colleagues shoes to understand their needs.- I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience.- I respect uniqueness in my colleagues, our patients and their families.
<i>Ideas driven</i>	<ul style="list-style-type: none">- I look and listen to ensure I fully understand the problem and find a solution.- I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.- I invest in my own learning and look for opportunities to explore and introduce new ideas.- I am interested in critical research and how it informs creative thinking.
<i>Future focussed</i>	<ul style="list-style-type: none">- I embrace leading practices and use them to evolve our ways of working.- I lead and support change to improve patient and organisational outcomes.- I am constantly on the look-out for opportunities to improve.
<i>Community minded</i>	<ul style="list-style-type: none">- I put my hand up to lead work that matters.- I am accountable and focused on value.- I value and champion diversity.- I embrace collaboration and constructive partnerships.

SA Health Values

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- We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
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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.
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- Accountability- Holding ourselves accountable for everything we do.
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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.

Role Acceptance

Employee 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:

Approvals

Role Description Delegate Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:



ROLE DESCRIPTION

Role Title:	Logistics Assistant		
Classification Code:	WHA 3	Position Number	M43160
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Hospital/ Service/ Cluster:	The Queen Elizabeth Hospital		
Division:	Operational Services		
Department/Section / Unit/ Ward:	Food Services		
Role reports to:	Team Leader Logistics/Stores		
Role Created/ Reviewed Date:	August 2024		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC or DHS) <input type="checkbox"/> Working With Children's Check (DHS) <input checked="" type="checkbox"/> National Police Check (NPC)		
Immunisation Risk Category:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)		

ROLE CONTEXT

Primary Objective(s) of role:
<p>The Logistics Assistant is responsible for the efficient and timely preparation, plating and distribution of all meals and mid-meals, by ensuring adherence to all safe work practices and in accordance with relevant legislation. This will include all patient requirements, special functions, external site requirements. The incumbent is responsible for ensuring all food items required by Food Services are prepared safely and to a standard that meet the dietary requirements of all customers by, following written and verbal instruction, while adhering to safe work practices and complying with all Safe Food Australia Standards.</p>

Key Relationships/ Interactions:
<p><u>Internal</u></p> <ul style="list-style-type: none"> • Other Worker Health Ancillary employees within Food Services • Other Supervisors/Team Leaders within Food Services • Production & Logistic Manager <p><u>External</u></p> <p>Some clinical and Allied Health staff</p>

Challenges associated with Role:
<p>Major challenges currently associated with the role include:</p> <ul style="list-style-type: none"> • Collate external orders and meal packing in a timely manner to ensure the quality of the product is not compromised. • Attention to detail – ability to follow and pack external orders correctly and consistently, receiving of incoming goods, to check and verify stock is correct and pricing/coding is correct. • Ability to problem solve or be solution driven for positive outcomes where foods or goods may not be available at the time. • Following established safe work practices when operating equipment.

Delegations:
<ul style="list-style-type: none"> • Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>The provision of high quality and timely product to the patient by:</p>	<ul style="list-style-type: none"> • Ensuring products are prepared in accordance with Safe Food Australia Standards 3.2.2 Food Safety Practices and General Requirements. • Supplying all meals and mid meals within set timeframes to meet the service requirements of the patients, external site customers and function service for the customer. • Ensuring ready to eat food requirements for patients are correctly placed in holding areas prior to the start of each meal service. • Ensuring all food requirements for the following day are prepared. • Following all verbal or written instructions from the Food Service & Contract Manager, Production & Logistic Manager, Distribution Supervisor, Kitchen Supervisor, Team Leaders or staff members representing them. • Receiving, storing and dispatching of stores requirements as directed by the Kitchen Supervisor. • Undertake, as required, any or all of the duties for a Health Ancillary Worker on a lower level. • Undertake training in tasks as required. • Assist with staff training and orientation to new trainees.
<p>Contribute to an efficient and effective production service according to departmental quality standards and procedures.</p>	<ul style="list-style-type: none"> • Preparation of food stuffs from basic state ready for serving or cooking. • Ability to follow standard recipes and procedures. • Plating, packaging and presentation of meals. • Adherence to proper food handling and hygiene practices. • The application of appropriate methods of food preparation, holding and presentation to ensure a high-quality product. • Receive incoming goods, verify stock against amounts ordered and pricing. • Collate, pack and dispatch of external foods items.
<p>Ensure a clean work environment and all food products are stored correctly by:</p>	<ul style="list-style-type: none"> • Ensuring all food products are covered, labelled and dated correctly. • Cleaning and sanitising all equipment and work areas using established safe work practices. • Ensuring all mandatory audits are completed accurately in

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Key Result Areas	Major Responsibilities
	<p>accordance with the food safety plan.</p> <ul style="list-style-type: none">• Adhering to stock rotation principles. Liaising with the kitchen supervisor to ensure adequate stock levels are maintained.• Ensuring all items are sealed and returned to their designated areas of the dry stores, as per regulations the Food Act.• Ensuring products are placed in the appropriate location (ie cool room and freezers) after preparation and cooked products are kept separate from uncooked products as per mandatory regulations of the relevant Commonwealth and State <i>Food Act and Regulations and Standards</i>.
Ensure a safe working environment at all times by:	<ul style="list-style-type: none">• Operating equipment in accordance with safe work practices.• Participating in quality assurance programs as directed by the Team Leader.• Adhering to departmental work instructions.• Undertaking training and relieve in any position of the same level within the Food Service Department.• Assist in the provision of on the job training.• Ensure that tools, equipment and materials that are supplied are used efficiently and where appropriate and are properly maintained.• Reporting safety hazards and incidents to their supervisors.• Exercise judgement on matters requiring the application of their skills and knowledge.• Make proper use of all safeguards, safety devices and personal protective equipment as required to undertake the duties of the position.• Taking reasonable care to protect the health and safety of self and others.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Nil

Personal Abilities/Aptitudes/Skills:

- Excellent verbal and written communication skills.
- Numerate.
- Ability to read and write English.
- Ability to deal with the time pressures of a food service.
- Ability to communicate effectively in writing and verbally with all staff.
- Ability to work with dexterity.
- Has a commitment to quality and customer service.
- Ability to work in a team environment.
- Perform duties under general direction.
- Demonstrated skills in customer service.
- Ability to organise and prioritize workloads within set time frames.

Experience

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- Experience working in a large catering environment.

Knowledge

- Knowledge of Safe Food Australia Standards.
- Knowledge of Worker's Health and Safety Act and its principles and their application in the workplace.
- Knowledge of manual handling principles.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Completion of/or studying towards an appropriate course in food handling and hygiene.

Personal Abilities/Aptitudes/Skills:

- Able to operate a Personal Computer.

Experience

- Broad experience in one or more large catering operations.
- Previous experience working in a hospital environment.
- Experience in using word processor, data-base and spread sheet programmes.

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.
- Required to work between the hours of 6 AM to 8.30 PM over a 7 or 5 day roster.
- Acceptance of staff rotation is a condition of employment.
- *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.*

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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.

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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.

Organisational Context

Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission 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.

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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.

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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 SA Medical Imaging (SAMI), SA Pathology SA Pharmacy and BreastScreenSA, responsibility of which has vacillated between CALHN and DHW over the past few years.

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CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high-quality patient care is our number one priority, underpinning our goals is good governance, improved patient experience,

business operations, efficiency and financial performance and more accountable and contemporary ways of working.

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Values

Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

Values	Behaviours
<i>People first</i>	<ul style="list-style-type: none"> - I am there for my patients and colleagues when they need me most. - I put myself in my patients and colleagues shoes to understand their needs. - I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience. - I respect uniqueness in my colleagues, our patients and their families.
<i>Ideas driven</i>	<ul style="list-style-type: none"> - I look and listen to ensure I fully understand the problem and find a solution. - I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems. - I invest in my own learning and look for opportunities to explore and introduce new ideas. - I am interested in critical research and how it informs creative thinking.
<i>Future focussed</i>	<ul style="list-style-type: none"> - I embrace leading practices and use them to evolve our ways of working. - I lead and support change to improve patient and organisational outcomes. - I am constantly on the look-out for opportunities to improve.
<i>Community minded</i>	<ul style="list-style-type: none"> - I put my hand up to lead work that matters. - I am accountable and focused on value. - I value and champion diversity. - I embrace collaboration and constructive partnerships.

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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.
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- 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.

OFFICIAL

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.

Role Acceptance

Employee 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:

Approvals

Role Description Delegate Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:





ROLE DESCRIPTION

Role Title:	Menu Monitor/ Food Services Supervisor		
Classification Code:	WHA4	Position Number	
LHN/ HN/ SAAS/ DHW:	Central Adelaide Local Health Network (LHN)		
Hospital/ Service/ Cluster:	Hampstead Centre		
Division:	Operational Services		
Department/Section / Unit/ Ward:	Nutrition & Food Services - Central Plating		
Role reports to:	Food Service & Contract Manager		
Role Created/ Reviewed Date:	August 2024		
Criminal and Relevant History Screening:	<input type="checkbox"/>	Aged (NPC or DHS)	
	<input type="checkbox"/>	Working With Children's Check (DHS)	
	<input checked="" type="checkbox"/>	National Police Check (NPC)	
Immunisation Risk Category Requirements:	<input type="checkbox"/>	Category A (direct contact with blood or body substances)	
	<input type="checkbox"/>	Category B (indirect contact with blood or body substances)	
	<input checked="" type="checkbox"/>	Category C (minimal patient contact)	

ROLE CONTEXT

Primary Objective(s) of role:

The Menu Monitor/Food Services Supervisor contributes to an efficient and effective Central Plating service which may include responsibility for menu administration, data entry and associated duties; for providing team leadership to the Central Plating staff in all areas; including meal ordering and menu administration, roster preparation, daily staffing allocation. Staff contact in the absence of the Senior Supervisor.

Direct Reports:

Indirect:

- WHA2 Catering Assistants
- WHA3 Catering Assistants

Key Relationships/ Interactions:

- The Menu Monitor is responsible to the Senior Food Services Supervisor - CALHN and works closely with the Production and Logistics Manager and Employee Services Co-ordinator.
- The Menu Monitor liaises with the Senior Dietitian Food Services – QEH, Senior Clinical Dietitian– HRC, Quality and Food Safety Coordinator, Allied health, clinical staff and patients.

External

Occasional interactions with external suppliers of perishable goods.

Challenges associated with Role:

Major challenges currently associated with the role include:

- Working independently without constant or daily line management supervision
- Reliant on an external, central kitchen for 90% of daily tasks and duties to be completed or actioned
- Supervising a small team as an active, working team member with practical duties needing to be completed to ensure service delivery

Delegations:

- **Staff supervised** – on shift AM: 0- direct - 8 Indirectly

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Contribute to the provision of an effective, high quality and efficient patient food and beverage service by ensuring the patient menu administration, meal ordering and associated information systems are managed according to the service requirements.	<ul style="list-style-type: none"> • Administer menus for inpatients, including assistance to the patient in filling out the menu and in making appropriate choices where necessary. • Offering alternatives to the main menu within Nutrition and Food Service policies. • Checking of menus against a special diet meal plan/ standard diet, listing any special requirements. • Liaising with dieticians as required. • Updating the current meal patient menus in consultation with Nursing Staff. • Liaising with the Menu Monitors. • Management of information systems including the patient meal list, meal and diet numbers. • Other duties as change in procedure and service requirements demand.
Ensure the bed-state and diet requirements are updated by liaising with nursing staff	<ul style="list-style-type: none"> • Communicating about bed changes • Requesting advice on new arrivals and departures • Requesting advice on diet changes
Contribute to the overall efficient and effective operation of the Distribution Service according to departmental procedures, policies and directives by providing team-leadership and taking responsibility	<ul style="list-style-type: none"> • Processing messages and information from the wards/dieticians and arranging special deliveries/orders as required. • Checking the quality and correctness of each patient's meal tray, making adjustments as needed. • Ensuring the security and safety of food and equipment is maintained. • Ensuring a safe and hygienic work environment through the prompt attention to faulty equipment and the promotion of correct personal hygiene, food handling and safe operating procedures amongst staff. • Providing appropriate communication with the wards and other areas of the Hospital. • Maintaining suitable records and managing information systems.
Facilitate the provision of a high quality, efficient flexible food and beverage service able to meet the needs of its customers	<ul style="list-style-type: none"> • Undertake as required, any or all of the duties for a Health Ancillary Worker on a lower level. • Undertake training and relieve in any position of the same level within the Nutrition and Food Service Department. • Assist with staff training orientation, training needs assessment and

Key Result Areas	Major Responsibilities
	performance appraisals for catering assistants. <ul style="list-style-type: none"> • Participate in ongoing departmental quality assurance programs and departmental reviews as arranged by the Food Service & Contract Manager.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- Nil

Personal Abilities/Aptitudes/Skills:

- Strong literacy skills.
- Strong numeracy skills.
- Ability to interpret work instructions, menus, policies and procedures.
- Ability to communicate effectively with a variety of personnel.
- Ability to follow written and verbal direction effectively.
- Ability to work in a team setting, contributing to the service and working with new ideas and changes in a constructive and positive manner.
- Ability to work in the timeframe provided.
- Has a commitment to quality and customer service.
- Good organisational skills.
- Ability to deal with a high pressure environment.
- Ability to work in an environment which includes standard procedures and demands particular quality standards.
- Ability to work supervisor or lead in a team environment.
- Demonstrate an understanding of the variable workload.
- Ability to work with minimal supervision and demonstrate a degree of personal initiative.
- Relate to staff delegates and union officials without prejudice or malice.
- Demonstrate an understanding of the cultural factors which inhibit expression in fellow workers.

Experience:

- Experience working in a catering environment.
- Previous experience in the supervision of staff.
- Experience working with word-processing, data-base and spreadsheet programs, and use of a personal computer.

Knowledge:

- Has a knowledge and commitment to quality and customer service.
- Knowledge of health and safety principals.
- Thorough knowledge of food handling and hygiene standards with regards to 'vulnerable population groups'.
- Knowledge and understanding of the basic principles related to legislated HR/recruitment, WHS and food safety.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- Completion of/or studying towards an appropriate course in food handling, hygiene or nutrition.
- Completion of an appropriate course in supervision or management.
- Completion of a recognised course in Supervision.
- Completion of any recognised course in Food Service.
- Previous clerical experience.

Experience:

- Broad experience in one or more large catering operations.
- Previous experience working in a hospital environment.
- Previous experience with the supervision of staff.

Special Conditions:

- It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided the a satisfactory current Criminal and Relevant History Screening, as required by the SA Health Criminal and Relevant History Screening Policy Directive.
- For appointment in a Prescribed Position under the Child Safety (Prohibited Persons) Act (2016), a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- For 'Prescribed Positions' under the Child Safety (Prohibited Persons) Act (2016), the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the Accountability Principles 2014 issued pursuant to the Aged Care Act 1997 (Cth).
- Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the Public Sector Act 2009 for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for Health Care Act employees.
- The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- May be required to work over a 5 or 7 day roster. Acceptance of staff rotation is a condition of employment.
- Some out of hours work may be required.

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.

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.

Organisational Context

Organisational Overview:

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Name:

Signature:

Date:

Approvals

Role Description Delegate Approval

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Role Title:

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	10/07/18	Minor formatting with order of information amended.
V4	11/07/18	26/03/19	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	27/03/19	04/06/19	Added categories for immunisation requirements on front page.
V6	05/06/19	25/06/19	Updated changes to the Criminal Relevant History and Screening.
V7	26/09/19	09/06/20	Updated legal entities to include new regional LHN's.
V8	10/06/2020	03/05/2021	Update Risk Management Statement
V9	04/05/21		Inclusion of integrity statement under Code of Ethics on Page 6
V10	08/12/2023		



ROLE DESCRIPTION

Role Title:	Senior Support Services Officer		
Classification Code:	WHA 5	Position Number	
LHN/ HN/ SAAS/ DHW:	Central Adelaide Local Health Network (LHN)		
Hospital/ Service/ Cluster:	Hampstead Centre		
Division:	Operational Services		
Department/Section / Unit/ Ward:	Support Services		
Role reports to:	Team Leader Support Services		
Role Created/ Reviewed Date:	August 2024		
Criminal and Relevant History Screening:	<input type="checkbox"/>	Aged (NPC or DHS)	
	<input type="checkbox"/>	Working With Children's Check (DHS)	
	<input checked="" type="checkbox"/>	National Police Check (NPC)	
Immunisation Risk Category Requirements:	<input type="checkbox"/>	Category A (direct contact with blood or body substances)	
	<input type="checkbox"/>	Category B (indirect contact with blood or body substances)	
	<input checked="" type="checkbox"/>	Category C (minimal patient contact)	

ROLE CONTEXT

Primary Objective(s) of role:

The Senior Support Services Officer is accountable to the Team Leader Support Services and works within a multidisciplinary team-based rehabilitation care environment supporting clinicians and direct client service to patients.

Direct Reports:

- Nil

Key Relationships/ Interactions:

Internal

- The Senior Support Service Officer reports to the Team Leader, Support Services.
- When working in the clinical units, the Senior Support Service Officers reports through the CNC of respective wards. For after hours, the Senior Support Service Officers reports to the AHC and the Security Officer reports to the AHC on emergency and other security related matters.

External

- SA Health employees, local, State and Commonwealth Government agencies, contractors and external stakeholders including members of the public and patients as required.

Challenges associated with Role:

Major challenges currently associated with the role include:

- CALHN has committed to a single service, multiple site model where services will be standardised across hospital and health services sites

Delegations:

Levels/limits of authority in relation to finance, human resources and administrative requirements are defined by the Departmental delegations and policies.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Contributing to an effective and responsive service to patient care by;	<ul style="list-style-type: none"> • Bathing, showering, personal hygiene, dressing and grooming of clients. • Transferring and lifting patients, including the use of mechanical aides. • Information recording. • Caring of clients with special needs. • Effectively liaising with nursing, maintenance and other appropriate staff and respond as required to needs identified. • Effectively consulting with staff to maintain a safe work environment in accordance with the agency's occupational health, safety and welfare policies and procedures. • Programming detailed work functions. • Removing general waste, pathological waste and food waste from clinical and non-clinical areas in accordance with safe practice guidelines. • Interpreting complex instructions and procedures. • Providing guidance and assistance within their area of expertise to other employees which may include developing, arranging and delivering internal and external training. • Contributing to the on-going review, development and implementation of guidelines and procedures for direct care services. • Performing tasks relevant to a particular worksite or location either individually or as a team member.
Contributing to an effective security and emergency response service to the campus by	<ul style="list-style-type: none"> • Operating, monitoring and testing complex alarm, surveillance and evacuations systems and coordinating an appropriate response from a given range of responses. • Patrolling activities, both inside and outside, either on foot or by car and maintaining security of buildings, contents and grounds. • Responding to all emergency situations and alarms and conducting emergency evacuations in the case of a bomb threat and/or fire and crowd control. • Assist with violent and aggressive clients. • Conducting investigations and searches as required and assisting with lost and found. • Maintaining an attendance register and controlling key issues for staff and maintaining an up-to-date daily report logbook and forms. • Monitoring vehicular and pedestrian traffic.

Key Result Areas	Major Responsibilities
	<ul style="list-style-type: none"> • Liaising with police, fire, and ambulance officers, and other emergency services, when required. • Checking for correct operation of plant and equipment including firefighting equipment. • Preparing statements and writing of incident reports relating to investigation of security breaches. • Act as an Authorised officer as appointed for the purposes of maintaining the Bylaws under the Health Care Act 2008 and carry out all associated duties under this appointment. • Provide first aid as a designated first aid officer for the site.
<p>Other activities as required to support the successful delivery of quality services within a rehabilitative care environment</p>	<ul style="list-style-type: none"> • Maintaining a strong customer focus and a commitment to continuous improvement. • Relieving on switchboard during absences and peak periods. • Regularly reviewing and keeping abreast of all administrative and policy changes. • Taking action in preventing and correcting errors whenever possible. • Participating in the design and conduct of quality assurance programs in the Unit. • Undertaking training as required and maintaining required skills and knowledge applicable to the role. • Cooperating with other employees to resolve any conflicts or difficulties encountered during the course of duty and report any major conflicts/difficulties to relevant delegate. • Providing timely negotiation of leave and notification of sick leave with the Team Leader or delegate that have impact on service delivery.
<p>To contribute toward the provision of a safe, healthy and equitable work environment for self and others by:</p>	<ul style="list-style-type: none"> • Reporting all accidents, incidents and near misses. • Complying with reasonable instructions or procedures aimed at protecting the health and safety of themselves and others. • Carrying out responsibilities as detailed in Work Health and Safety policies and procedures. • Maintaining a knowledge of and adhering to the principles and standards of Equal Employment Opportunity Legislation which ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- Completed AQF Certificate III relevant to the position

Personal Abilities/Aptitudes/Skills:

- Completed at least 560 hours satisfactory in-service experience.
- Ability to work as a member of a team demonstrating cohesive team behaviours with a range of disciplines.
- Ability to communicate effectively with people from diverse backgrounds.

- Ability to develop rapport with clients and their families and visitors whilst maintaining confidentiality.
- Ability to perform under limited direction, assess and prioritise workloads to meet deadlines.
- Ability to handle difficult situations with confidence.

Experience:

- Completed at least 560 hours satisfactory in-service experience.
- Proven experience in exercising own judgement and initiative in the day-to-day execution of a position.
- Experience working in a rehabilitation care environment.
- Experience in the provision of on-the-job training and providing guidance to other employees within level of expertise.
- Experience in providing security in a healthcare environment.

Knowledge:

- Working knowledge of and commitment to Equal Opportunity and OHS&W policies and legislation.
- Knowledge of and commitment to customer service principles.
- Knowledge of the day-to-day running of a support services environment.
- Knowledge and understanding of Hospital by laws.
- Authorised officers' responsibility under the Health Care Act 2012

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- A certificate in first aid fire fighting
- A certificate in Senior First Aid

Personal Abilities/Aptitudes/Skills:

- Ability to demonstrate leadership and apply leadership principles including the ability to present information and train other staff.
- Ability to write detailed security reports

Experience:

- Experience working in a Security role and working with firefighting/evacuation and detection equipment.
- Experience with Microsoft software products, including Outlook and Microsoft Excel.
- Previous experience in a cleaning environment

Knowledge:

- Knowledge of hospital policies and procedures

Special Conditions:
<ul style="list-style-type: none"> • 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 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.
- May be required to work over a 5 or 7 day roster. Acceptance of staff rotation is a condition of employment.
- Some out of hours work may be required.

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.

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.

Organisational Context

Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission 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.

Central Adelaide Local Health Network:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

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 SA Medical Imaging (SAMI), SA Pathology SA Pharmacy and BreastScreenSA, 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, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN, visit centraladelaide.health.sa.gov.au

Values

Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

Values	Behaviours
<i>People first</i>	<ul style="list-style-type: none">- I am there for my patients and colleagues when they need me most.- I put myself in my patients and colleagues shoes to understand their needs.- I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience.- I respect uniqueness in my colleagues, our patients and their families.
<i>Ideas driven</i>	<ul style="list-style-type: none">- I look and listen to ensure I fully understand the problem and find a solution.- I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.- I invest in my own learning and look for opportunities to explore and introduce new ideas.- I am interested in critical research and how it informs creative thinking.
<i>Future focussed</i>	<ul style="list-style-type: none">- I embrace leading practices and use them to evolve our ways of working.- I lead and support change to improve patient and organisational outcomes.- I am constantly on the look-out for opportunities to improve.
<i>Community minded</i>	<ul style="list-style-type: none">- I put my hand up to lead work that matters.- I am accountable and focused on value.- I value and champion diversity.- I embrace collaboration and constructive partnerships.

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.

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.

Role Acceptance

Employee 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:

Approvals

Role Description Delegate Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

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	10/07/18	Minor formatting with order of information amended.
V4	11/07/18	26/03/19	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	27/03/19	04/06/19	Added categories for immunisation requirements on front page.
V6	05/06/19	25/06/19	Updated changes to the Criminal Relevant History and Screening.
V7	26/09/19	09/06/20	Updated legal entities to include new regional LHN's.
V8	10/06/2020	03/05/2021	Update Risk Management Statement
V9	04/05/21		Inclusion of integrity statement under Code of Ethics on Page 6
V10	08/12/2023		