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SA Health Job Pack

Job Title	Patient Services Assistant - Casual
Job Number	683313
Applications Closing Date	1 February 2020
Region / Division	Southern Adelaide Local Health Network
Health Service	Flinders Medical Centre and Noarlunga Hospital
Location	Bedford Park, Noarlunga Centre
Classification	WHA3
Job Status	Casual
Hourly Rate	\$26.03 - \$26.33 per hour + 25% Casual Loading

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Child Related Employment Screening - **DCSI**
- ☒ Vulnerable Person-Related Employment Screening - **NPC**
- ☐ Aged Care Sector Employment Screening - **NPC**
- ☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	Hotel Services
Email address	HealthSALHNHotelServices@sa.gov.au

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✍ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✍ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



Southern Adelaide Local Health Network (LHN) JOB AND PERSON SPECIFICATION (NON-MANAGERIAL)

Role Title:	Patient Services Assistant
Classification Code:	WHA3
LHN/ HN/ SAAS/ DHA:	SOUTHERN ADELAIDE LOCAL HEALTH NETWORK
Hospital/ Service/ Cluster	Flinders Medical Centre and Noarlunga Hospital
Division:	Corporate
Department/Section / Unit/ Ward:	Hotel Services
Role reports to:	<p>Operationally: Site Manager, Hotel Services</p> <p>Professionally: Manager, Corporate Services – Hotel Services</p>
Role Created/ Reviewed Date:	February 2016
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)
Immunisation Risk Category:	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

Job Specification

Primary Objective(s) of role:

- Hotel Services Department is committed to providing the highest possible level of quality service. This is achieved by team work ensuring functions are consistent with daily work routines and schedules maintained as per agreed procedures

Direct Reports:

- Directly reports to Service Supervisor/Floor Co-ordinator
- Follows direction and advice from Team Leader
- Close working relationships within a multi-disciplinary team
- Line responsibility to Manager, Corporate Services through Site Manager Hotel Services

Key Relationships/ Interactions:

Internal

- Operationally reports to Site Manager, Hotel Services
- Professionally reports to Manager, Corporate Services – Hotel Services
- Works collaboratively with staff and all members of the health care team;
- Contributes to the day to day operations of the unit

External

- Patients/carers/parents who are the research subjects;
- Relevant government and non-government organisations as required to meet the needs of the client group.

Challenges associated with Role:	
Major challenges currently associated with the role include: <ul style="list-style-type: none"> Physical fitness and repetitive manual tasks Fatigue of compassion when caring for vulnerable clients 	
Delegations: (as defined in SALHN instruments of delegations)	
Financial	N/A
Human Resources	N/A
Procurement	N/A
Resilience:	
SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.	
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.	
General Requirements:	
<ul style="list-style-type: none"> Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to: <i>Work Health and Safety Act 2012</i> (SA) and when relevant WHS Defined Officers must meet due diligence requirements. <i>Return to Work Act 2014</i> (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness. Meet immunisation requirements as outlined by the <i>Immunisation Guidelines for Health Care Workers in South Australia 2014</i>. Equal Employment Opportunities (including prevention of bullying, harassment and intimidation). <i>Children's Protection Act 1993</i> (Cth) – 'Notification of Abuse or Neglect'. Disability Discrimination. Information Privacy Principles. Relevant Awards, Enterprise Agreements, <i>Public Sector Act 2009</i>, <i>Health Care Act 2008</i>, 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. 	

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.

Special Conditions:

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- > *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* (Cth) or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 1998* made in pursuant to the *Aged Care Act 2007* (Cth).
- > 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.
- > Some out of hours work may be required.
- > Support values consistent with the aims of SA Health and the LHN, including honesty, respect and integrity.
- > May be required to undertake a health assessment prior to commencement.
- > Health care Workers shall take reasonable steps to be aware of their own infectious disease and immunisation status to minimise the risk of transmitting infectious diseases to patients, clients or other employees
 - Participate in the assessment, screening and immunisation program
 - Complete pre-employment immunisation questionnaire and return to Worker Health
 - Provide evidence of immunisation status prior to commencement of employment
 - Undertake routine pathology screening vaccination if evidence unavailable.
 - Provide refusal to participate in writing
 - Participate in relevant education programs 2-yearly
 - Maintain own records of immunisation and screening
 - Ensure ongoing participation in immunisation program if not fully compliant prior to commencement
 - Inform their manager &/or Worker Health Nurse of changes in their immune status (e.g. immuno suppressive therapy commenced, of diagnosis of a condition that lowers immunity)
 - Provide vaccination and screening records when requested
 - Report adverse events following immunisation to their vaccination provider
- > Comply with the Principles of the Code of Fair Information Practice, adopted by the Department of Health, which regulate the collection, use, disclosure, storage and transfer of all personal patient/client information within the Department and throughout its funded service providers.

- > Must be prepared to attend relevant meetings and staff development / education activities as required.
- > Required to work on a 7-day roster basis covering all duties associated with Hotel Services as prescribed in the activity schedules in the South Australian Government Health Etc. Ancillary Employees Award. Duties can be carried out within any area of SALHN depending on skill mix and training
- > To maintain availability and flexibility, (call in with limited notice)
- > Uniforms will be provided and must be maintained in a hygienic manner by the incumbent as per uniform policy

STATEMENT OF KEY OUTCOMES AND ASSOCIATED ACTIVITIES

- Commitment to providing a level of care that we would expect for our friends & family.
- Contribute to a safe and healthy work environment, free from discrimination and harassment by working in accordance with legislative requirements, the Code of Ethics for the South Australian Public Sector and departmental human resource policies, including WHS requirements.
 - Complying with WHS policies and procedures within Southern Adelaide Local Health Network
 - Protecting your own and others' health and safety at work
 - Reporting any hazards or incidents to the supervisor as soon as practicable
 - Use any equipment provided and undertake any reasonable instruction from Supervisors/Manager
 - Assisting with hazard identification, risk assessment and control measure process when
 - Work related incidents/injuries occur
 - Hazards are reported
 - Purchasing new equipment
 - Workplace changes
 - When there are changes in relevant legislation
 - Ensuring that the appropriate documentation is completed, in conjunction with the manager/supervisor, following a work related incident/injury and/or the reporting of a hazard
 - Assisting with appropriate follow-up following the reporting of hazards and/or work-related incidents/injuries
- Commitment to achieving and complying with National Safety & Quality Health Service Standards.
 - Participating in Team planning activities
 - Complying with standards of practice, SA Health policies and procedures
 - Aiming to improve the quality of work processes and individual work practices
- Demonstrate a commitment to consumer participation.
- Comply with the Food Safety Standards at NH and (if applicable) FMC by
 - Assisting in identifying potential hazards
 - Assist in determining steps to control (Critical Control Points)
 - Assist in establishing critical limits
 - Follow systems to monitor (Critical Control Points)
 - Follow corrective action plans
 - Follow appropriate recording procedures
 - Attending all required mandatory training within the required timeframe
- Demonstrate a commitment to consumer participation

Be responsible for your organisational, professional and personal training and development activities by

- Attending all required Mandatory training within the required timeframe
- Undertaking an bi annual Performance Review, which identifies your training requirements
- Responsible to undertake agreed daily work routines and methods as documented in order to deliver quality hotel support services to Southern Adelaide local health network by undertaking a combination of tasks that are identified in level 2 and 3 activity schedules in the South Australian Government Health Etc. Ancillary Employees Award.
- Participate in developing a team environment that exercises judgment and initiative in the day-to-day execution of their own work and provide assistance and cooperation to other employees, by sharing knowledge of work practice, being flexible in work routines and communicating with all levels of staff.

- Comply with security requirements by accessing/securing areas, handling stock and switching on/off and/or operating equipment.
- General and/or specialised cleaning of areas and/or equipment, removal of soiled linen, transportation of patients, files, specimens, equipment, exchange and transport of gas cylinders, moving of furniture. Routine maintenance, including carpet shampooing, high/low cleaning, washing walls, internal window washing and any other duties as directed.

Acknowledged by Occupant:_____ Date:____/____/____

Person Specification

1. ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Not applicable
-

Personal Abilities/Aptitudes/Skills

- Ability to work with minimal supervision and as an effective team member
 - Ability to exercise judgment on day-to-day tasks
 - Flexible approach to work routine
 - Sound interpersonal skills with the ability to relate to multi-disciplinary staff
 - Ability to maintain the values of SALHN
 - Ability to prioritise
 - Ability to provide good customer service
 - Ability to meet the physical requirements of the job which include medium strength manual handling.
 - Proven commitment to the principles and practice of:
 - EEO, Ethical Conduct, diversity and WHS;
 - Quality management and client oriented service;
 - Risk management
-

Experience

- Customer service or dealing with empathy
-

Knowledge

- Understanding of Work Health Safety principles and procedures
 - Understanding of Quality Management principles and procedures
 - Understanding of Delegated Safety Roles and Responsibilities
 - Awareness of National Safety and Quality Health Service Standards
 - A working knowledge of cleaning procedures and general hospital equipment
 - An understanding of the concepts and benefits of multi-skilling
 - Knowledge of conflict resolution techniques/skills
-

2. DESIRABLE CHARACTERISTICS

Personal Abilities/Aptitudes/Skills

- None stated
-

Experience

- Experience working in a Hotel services environment or a health care facility
 - Commercial cleaning certificate
 - Proven experience in basic computing skills, including email and word processing
-

Knowledge

- Awareness of the Charter of Health and Community Services rights.
-

Educational/Vocational Qualifications

- None stated
-

Other details

- None stated
-

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socio economic, 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 Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:

The Southern Adelaide Local Health Network (LHN) provides care for around 341,000 people living in the southern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. More than 7,000 skilled staff provides high quality patient care, education, research and health promoting services.

Southern Adelaide LHN provides a range of acute and sub-acute health services for people of all ages, and has three hospitals, Flinders Medical Centre and Noarlunga Hospital

Southern Adelaide LHN Intermediate Care Services will deliver multi-disciplinary clinical care, addressing complexity through targeted approaches to complex chronic disease management in the community, and supported hospital discharge and avoidance programs. There is a key focus on building partnerships across the care continuum supporting interfaces between acute sites, GPs, Primary Care and Community based services.

Mental Health Services provides a range of integrated services across community and hospital settings, targeted at all age groups, in collaboration with non-Government organisations and General Practice Network South.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public service employees; it sets out the South Australian Public Sector values as:

- > Service – Proudly serve the community and Government of South Australia.
- > Professionalism – Strive for excellence.
- > Trust – Have confidence in the ability of others.
- > Respect – Value every individual.
- > Collaboration & engagement – Create solutions together.
- > Honesty & integrity – Act truthfully, consistently, and fairly.
- > Courage & tenacity- Never give up.
- > Sustainability – Work to get the best results for current and future generations of South Australians.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Domestic and Family Violence

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

SALHN Vision

We believe in providing the standard of health care that we desire for our own families and friends.

SALHN core value TRUST

Building positive relationships; with our patients, employees and partners.

Approvals

Job and Person Specification Approval

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

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date: