



Statewide Clinical Support Services (SCSS)

ROLE DESCRIPTION

Role Title:	Pre-Analytical Operational Services Officer
Classification Code:	OPS1
LHN/ HN/ SAAS/ DHW:	CALHN, SA Health
Hospital/ Service/ Cluster:	Statewide Clinical Support Services (SCSS)
Division:	SA Pathology
Department/ Section/ Unit/ Ward:	Pre-Analytical Services
Role reports to:	Pre-Analytical Supervisor
Role Created/Reviewed Date:	May 2021
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The Pre-Analytical Operational Services Officer contributes to the efficient and effective operation of the Pre-Analytical Services team and is responsible for:

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

Direct Reports:

- > Nil

Key Relationships/ Interactions:

Internal

- > Responsible to the Pre-Analytical Supervisor
- > Pre-Analytical Services management team, laboratory staff and couriers
- > Works as part of a team maintaining a close working relationship with other SA Pathology staff

External

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

Challenges associated with Role:

Major challenges currently associated with the role include:

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

Delegations:

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

Key Result Areas and Responsibilities

Key Result Areas	Major Responsibilities
Provide quality customer services and patient care	<ul style="list-style-type: none"> > Provide an empathetic and high quality customer service to SA Pathology clients and staff that meets a Duty of Care. > Demonstrate behaviour consistent with the principles, values and ethics of the organisation. > Demonstrate an understanding of and support business objectives to meet KPIs. > Demonstrate an awareness of and solve everyday problems that may impact on own designated work tasks. > Demonstrate consideration of consumer needs. > Share information, build relationships and communicate in a clear and concise manner. > Demonstrate timeliness that impacts positively on customer service. > Actively support colleagues in a team environment.
Contribute to the provision of a timely, accurate and efficient pathology pre analytical service	<ul style="list-style-type: none"> > Receiving and sorting specimens for analysis. > Performing preliminary preparation of samples (eg. centrifugation, separation and dispensing of sub-samples). > Duties may include loading laboratory analysers. > Ensuring samples are stored under appropriate storage conditions (eg in racks, refrigerators and freezers). > Delivery of samples to analytical equipment “in-trays” where specified. > Ensuring that request details are properly defined and appropriate test codes are recorded.

	<ul style="list-style-type: none"> > Ensuring that request forms are complete and accurate by liaising with surgeries, hospitals and requesting doctors. > Assisting with the preparation and preliminary packaging of samples and other materials for transport to other laboratories or agencies. > Perform data entry duties. > Using the imaging system to create accurate image representations of laboratory request forms. > Providing assistance to the telephone enquiry service (Call Centre) when required. > Assisting in the provision of specimen information to laboratories in the SA Pathology network. > Maintaining good housekeeping procedures. > Sorting and delivery of reports to other locations.
Provide high quality phlebotomy services	<ul style="list-style-type: none"> > Deliver efficient and effective specimen collection from adults, children and infants by implementing the current specimen collection policy and procedures. > Undertake standard daily duties to ensure the efficient operation of a collection centre. Provide accuracy in the provision of information and performance of the job role. > Advise clients on any special requirements prior to the collection of samples. > Ensure the provision of basic first aid, to manage and limit complications during procedures. > Use of Millennium (Enterprise Patient Laboratory Information System).
Quality	<ul style="list-style-type: none"> > Assist SA Pathology in maintaining appropriate accreditation and quality certifications. > Ensure that equipment and consumables are maintained in a clean, safe and well-resourced state in accordance to NATA and WHS standards of accreditation. > Participation in quality improvement activities. > Adherence to WHS and Infection Control policies and practices.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > Nil

Personal Abilities/Aptitudes/Skills:

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

Experience:

- > Experience in providing a quality customer service.
- > Demonstrated ability to prioritise and work effectively in a high thru put customer area.

Knowledge

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

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

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

Personal Abilities/Aptitudes/Skills:

- > Demonstrates emotional intelligence and maturity.

Experience

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

Knowledge

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

Special Conditions:

- > Will be rostered over 24 hours and 7 days. May be required to work overtime which may include weekends and public holidays.
- > As required the incumbent may rotate through a range of laboratory/collection work areas.
- > The incumbent may be required to participate in an on-call roster.
- > Some out of hours work may be required including weekends and public holidays.
- > Intra, interstate and international travel may be required.
- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided the a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012 (SA)*.
- > *Information Privacy Principles Instruction*.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual*.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development:

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Organisational Context

Organisational Overview:

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

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

SA Health Challenges:

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

Values

Statewide Clinical Support Services Values

Within SCSS our people are at the heart of what we do. We are committed to building a strong, vibrant culture and place to work, and to providing high-quality care to our patients and consumers that demonstrates our values in action. Our five core values are Integrity, Compassion, Accountability, Respect and Excellence (ICARE):

Integrity:	We are honest, consistent and act fairly. We make evidence-based decisions that are in the best interests of the South Australian community.
Compassion:	Patients and consumers are front of mind in everything we do, and we approach care for others with empathy and kindness. We provide an environment that is safe and caring and we will support each other at all times.
Accountability:	We take ownership of our responsibilities and actions. We own our mistakes and take proactive measures to find effective solutions. We demonstrate our values in our actions and behaviours
Respect:	We foster a culture that is respectful of our consumers, patients and each other. We value diversity and everyone's input and demonstrate trust in each other.
Excellence:	We complete and promote work of the highest standard. We challenge the normal way of doing things to ensure continuous improvement and we seek consumer input to represent the diversity of our community.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees.

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

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

Approvals

Role Description Approval

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

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

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

Name:

Signature:

Date:

Version control and change history

Version	Date from	Date to	Amendment
V1	10/01/2023		Original SCSS version.