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SA Health Job Pack – Casual Pool 2024/2025

| | |
|---------------------------|--|
| Job Title | Services Assistant – Casual Pool |
| Eligibility | Open to Everyone |
| Job Number | 851220 |
| Applications Closing Date | 1/3/2025 |
| Region / Division | Barossa Hills Fleurieu Local Health Network |
| Health Service | Eudunda and Kapunda Hospitals |
| Location | Eudunda and Kapunda |
| Classification | WHA2 |
| Job Status | Casual (up to 1 March 2025), working over a 7 day roster |
| Salary | \$27.93 - \$28.23 per hour + 25% casual loading |

Contact Details

| | |
|---------------|--|
| Full name | Stacey Schutz |
| Phone number | 0467787632 |
| Email address | Stacey.schutz@sa.gov.au |

Criminal History Assessment

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

- Working with Children Check (WWCC) - **DHS**
- National Disability Insurance Scheme (NDIS) Worker Check- **DHS**
- Unsupervised contact with Vulnerable groups- **NPC**
- Unsupervised contact with Aged Care Sector- **DHS**
- No contact with Vulnerable Groups - General Employment Probity Check - **NPC**

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

Immunisation

Category A (Direct Contact with blood or body substances)

This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category B (indirect contact with blood or body substances). [Please click here for further information on these requirements.](#)

Guide to submitting an application

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

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

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

We request that you attach the following to your application -

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

* Refer to [Guidelines for Applicants](#) for further information regarding

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



ROLE DESCRIPTION

| | |
|--|--|
| Role Title | Service Assistant |
| Classification Code | Health Ancillary Employee Level 2 (WHA2) |
| Position Number | P21770 |
| Local Health Network | Barossa Hills Fleurieu Local Health Network Inc (BHFLHN) |
| Hospital / Service / Cluster | Eudunda Hospital and Kapunda Hospital |
| Department/Section / Unit/ Ward | Catering/Utility Services |
| Role reports to | Services Supervisor |
| Role Created/ Reviewed Date | Updated November 2023 |
| Criminal History Clearance Requirements | <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Screening Please click here for further information on these requirements |
| Immunisation Risk Category | Category A (Direct Contact with blood or body substances) Please click here for further information on these requirements |

ROLE CONTEXT

Primary Objective(s) of role:

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

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

Direct Reports:

> Nil.

Key Relationships/ Interactions:

Internal

The Services Assistant is responsible directly to the services supervisor on a day to day basis and ultimately responsible to the General services manager-Aged care sites.

Works collaboratively with all employees from within the region

External

Patients and Residents and their associated families and community members

Suppliers e.g. Spotless, PFD, Bidvest, Holco

Food Safety and Infection Control Accreditors

Contractors

Challenges associated with Role:

Major challenges currently associated with the role include:

Working with staff from a diverse background.

Working in a complex and changing work environment.

Maintaining a high level of service to clients, visitors and staff

Maintaining knowledge to provide a high level of service

Delegations:

> Nil.

Resilience:

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

Performance Development

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and Barossa Hills Fleurieu Local Health Network Inc. values and strategic directions.

General Requirements:

*NB References to legislation, policies and procedures includes any superseding versions

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:

- > *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.
- > 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).
- > SA Information Privacy Principles.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009 (SA)*, *Health Care Act 2008 (SA)*, 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.
- > Health Practitioner Regulation National Law (South Australia) Act 2010.
Mental Health Act 2009 (SA) and Regulations.
Controlled Substances Act 1984 (SA) and Regulations.
- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time.
- > SA Health / Barossa Hills Fleurieu Local Health Network Inc. policies, procedures and standards. Commitment to the continuous improvement in the provision of customer service
- > Comply with and have a working knowledge and understanding of current Food Safety Standards and current Infection Control Standards policies and procedures.
- > Correctly utilising appropriate personal protective equipment.
- > Participation in continuous quality improvement programs and accreditation activities.

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 Statement:

Barossa Hills Fleurieu Local Health Network Inc. welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Barossa Hills Fleurieu Local Health Network Inc. is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Special Conditions:

*NB Reference to legislation, policies and procedures includes any superseding versions

- > 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 Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Screening and Licensing Unit, Department for Human Services (DHS).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups.
- > Risk-Assessed roles under the National Disability Insurance Scheme (Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- > National Police Certificates must be renewed every 3 years thereafter from date of issue.
- > Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- > NDIS Worker Screening Check must be renewed every 5 years thereafter from date of issue.
- > 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 undertake further study to obtain a qualification which supports the needs of the health unit. Where further study is required, Barossa Hills Fleurieu Local Health Network will provide support and assistance in accordance with provisions of the SA Health (Health Care Act) Human Resources Manual. Note, however, this Special Condition does not apply to existing LHN employees with continuous employment within the LHN which commenced prior to 1 October 2016.
- > 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.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

Key Result Area and Responsibilities

| Key Result Areas | Major Responsibilities |
|---|--|
| <p>Contribute to the general housekeeping, catering and laundry service of the health unit</p> | <p>Utility Services</p> <ul style="list-style-type: none"> > Undertaking minor sewing repairs (not including making or manufacturing). > Prepare wash, clean, sort, dry, fold, label, iron, pack, deliver and store, as appropriate, laundry, uniforms and linen. > Assist with recording (e.g., impress systems and for sterilization during washing cycle). > Window high cleaning with use of ladders. > Routine shampooing of carpets, requiring the use of electronically powered or hand equipment and walking behind cleaning equipment and plan. <p>Catering</p> <ul style="list-style-type: none"> > Preparation of breakfasts, soups, gravies and fast serve foods (for example sausage rolls, wraps and bacon and eggs). > Cut a portion of ingredients for meal packs. > Receive stock, reconstitute (requiring decision on temperature and time selection) and plate frozen food. > Notify food complaints to supervisor. > Assist clients to fill-out menus (request for specific dietary requirements should be referred to the appropriate employee). > Service, plate and deliver food. |
| <p>Contributing to the effective management of material resources</p> | <p>Utility Services</p> <ul style="list-style-type: none"> > Request orders for repairs to equipment. > Operate mechanical washing machines, sealing units, hot air ovens and laboratory incubators. > Initiate requirements for repairs to equipment. > Check and delivery of gas cylinders. <p>Catering</p> <ul style="list-style-type: none"> > Switch on required equipment. > Unlock work areas. > Check off stock lists. > Cashier duties (not independent reconciliation of cash). > Stocking and maintaining, cleanliness and notifying any damage to vending machines. > Initiate ordering for repairs. |
| <p>Contribute to the efficient and effective operation of the health unit</p> | <ul style="list-style-type: none"> > May require the operation of machinery, equipment and/or facilities. > Instruction given by way of verbal, written or diagrammatic direction. > Providing assistance and co-operation to other employees. > Perform routine functions requiring the undertaking of clear and straight forward instruction. |
| <p>Demonstrates and maintains a satisfactory knowledge and skill base to perform role</p> | <ul style="list-style-type: none"> > Undertaking training as required and maintaining required skills and knowledge applicable to the role. |
| <p>An employee at Level 2 will be required to perform duties at the lower level.</p> | |

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil.

Personal Abilities/Aptitudes/Skills

- > Proven ability to work well within a team environment.
- > Ability to work in various settings and relate to all levels of staff.
- > Flexible approach to work and rostering systems.
- > Proven ability to meet deadlines and timeframes.
- > Interpersonal and communication skills and the ability to relate to people from different cultures, backgrounds, and circumstances.
- > Ability to provide assistance and co-operation to other staff.
- > Demonstrated ability to perform under general direction.
- > Ability to use discretion and maintain strict confidentiality.
- > Effective written, verbal and numeracy skills.
- > Ability to engage with Aboriginal community / consumers in a culturally appropriate manner and a willingness to undertake further training in this area.
- > Ability to engage with Aboriginal community / consumers in a culturally appropriate manner and a willingness to undertake further training in this manner.

Experience

- > Limited experience in the areas of housekeeping, cooking/ catering, and laundry.
- > Experience working with Aboriginal consumers.

Knowledge

- > Basic knowledge of safe working conditions.
- > Basic knowledge of Food Safety Standards.
- > Basic knowledge of Infection Control Standards, including cleaning and sanitizing processes.
- > Basic knowledge and commitment to customer service principles.
- > Knowledge of computer packages e.g., Microsoft Office Suite, Microsoft Word, Excel.
- > Knowledge and understanding of the Occupational Health, Safety and Welfare Act and Risk Management principles.
- > General understanding of Aboriginal culture and a willingness to undertake further training in this area.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Successful completion of Year 11 High School.
- > A current first aid certificate.

Personal Abilities/Aptitudes/Skills

- > Demonstrated manual handling skills.

Experience

- > Experience in the areas of housekeeping, cooking/ catering and laundry.
- > Limited experience in the use of computer packages e.g., Microsoft Office Suite, Microsoft Word, Excel.

Knowledge

- > A knowledge of Equal Employment Opportunity legislation.

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 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 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.

Health Network/Division/Department:

Barossa Hills Fleurieu Local Health Network has an expenditure budget of around \$280 million and an employed workforce of over 2000.

The LHN encompasses country hospitals and health services that provide support and services to approximately 12% of the South Australian population.

The region is an area of significant population growth for South Australia. Our sites and services are located at Mt Barker, Gawler, Victor Harbor (Southern Fleurieu), Strathalbyn, Kingscote, Mt Pleasant, Angaston, Tanunda, Gumeracha, Eudunda and Kapunda. The LHN has 11 public hospitals, 6 aged care facilities and an extensive range of community-based services.

A range of clinical services are delivered including Acute care, Medical, Accident and Emergency, Surgery, Birthing and Midwifery, Specialist Consultancy, Renal Dialysis, Chemotherapy, Transfusions, Rehabilitation, Residential Aged Care, Respite Care, Transitional Care Packages, Aboriginal Health, Mental Health, Allied Health, Community Health (Country Health Connect), Community Nursing, Palliative Care, Community Home Support Packages and Home Modifications.

The Rural and Remote Mental Health Service at Glenside, Adelaide, provides services to the region with a team including psychiatrists, psychologists, social workers, occupational therapists and mental health nurses. There are also specialist youth mental health clinicians and access to specialist older persons mental health services.

The Barossa Hills Fleurieu Local Health Network is the host LHN for the Rural Support Service. The RSS supports all six regions LHNs by bringing together a number of specialist clinical and corporate advisory functions focused on improving quality and safety.

Values

BHFLHN Values

The values BHFLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our Local Health Network:

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

Code of Ethics

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

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

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

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.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

Approvals

Role Description Approval

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

Name:

Role Title:

Date:

Signature:

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:

Date:

Signature: