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SA Health Job Pack

Job Title	OPS1 Phlebotomist, OPS2 Phlebotomist,
Eligibility	Open to Everyone
Job Number	699746
Applications Closing Date	30/6/2020
Region / Division	Central Adelaide Local Health Network
Health Service	SA Pathology
Location	Various sites
Classification	OPS1 or OPS2
Job Status	Casual, part-time and full time, temporary and ongoing
Salary	OPS1; \$30,513 - \$56,362 OPS2; \$59,718 - \$64,366

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.

Immunisation

Risk Category A (direct contact with blood or body substances)

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

Contact Details

Full name	Simone Nixey
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Phone number	0402389767
Email address	simone.nixey@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



ROLE DESCRIPTION

Role Title:	Phlebotomist		
Classification Code:	OPS1	Position Number	TBA
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	SA Pathology		
Division:	Patient Services		
Department/Section / Unit/ Ward:	Patient Services		
Role reports to:	Area NUM		
Role Created/ Reviewed Date:	September 2018 / Reviewed Date: July 2019		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (WWCC) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)		

ROLE CONTEXT

Primary Objective(s) of role:
<ul style="list-style-type: none">Is a patient sensitive role that requires a duty of care.Contribute to the efficient operation of Patient Services by providing a high level of customer service and care to patients during the course of duties: Phlebotomy, specimen collection, specimen management and administration including use of Laboratory Information Systems.The management of 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.
Direct Reports:
<ul style="list-style-type: none">Reports to the Nurse Unit Manager / or delegate.Works under the direct or indirect supervision of a Registered Nurse.Ensures cooperative and productive working relationships with all members of the health care team.
Key Relationships/ Interactions:
<u>Internal</u> <ul style="list-style-type: none">➤ Nurse Unit Manager / or delegate.➤ Collaboration with nursing staff responsible for clinical governance.➤ All members of the health care team within SA Pathology and SA Health that access or are integrated with Patient Services.
<u>Roles / Committees / Working Parties / Project Teams or Organisations</u>

- There is an expectation that all staff will be proactive and cooperative in organisational standards.
- Expectation to respond to and take action across all mediums of communication.
- Comprehends and prioritises information that contains directives and important information.

External

- Patients / significant others.
- Doctors.
- All members of the health care team where SA Pathology provides Patient Services.

Difficulties in communication

- Difficulties with communication need to be brought to the attention of the direct line manager.

Challenges associated with Role:

Major challenges currently associated with the role include:

- Recognising the role's contribution to clinical decision-making.
- Adapting to a changing environment.
- Working autonomously or in a team.
- Core standards of organisation / consumer expectations / Laboratory expectations.
- Meeting KPIs of workplace priorities and time efficiency.
- Fast paced environment/customer conflict.
- Adhering to processes to minimise risk of error.

Delegations:

- Required to adhere to procurement and contract procedures, this may include ordering stationery, equipment and consumables.

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:

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.
- Meet immunisation requirements as outlined by the *Immunisation Guidelines for Health Care Workers in South Australia 2014*.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- *Child Safety (Prohibited Persons) Act 2016 (SA)*
- DHS WWCC webpage
- State Records Act 1997 and General Disposal Schedule No.30, V1.1
- Disability Discrimination.
- 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.

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.

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 [DHS WWCC webpage](#).
- National Criminal History Clearances must be renewed every 3 years thereafter from date of issue.
- Work with children / prescribed positions (WWCC position) - under the Child Safety (Prohibited Persons) Act 2016 and Child Safety (Prohibited Persons) Regulations 2018 - provide a current Department for Human Services (DHS) working with children check (WWCC) before employment and every five years after the 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 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.
- Current Drivers Licence essential
- You will be required to work over 5/6/or 7 day roster dependent on the requirements of the position include covering weekends and public holidays and may include extended hours depending on customer needs.
- You will be provided with a SA Pathology Corporate uniform and will be required to adhere to associated Policy and procedure.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Achievement of Patient Services Goals	<ul style="list-style-type: none"> • Demonstrate an understanding of and support business objectives to meet KPIs. • Demonstrate an awareness of both internal and external factors and influences that may affect own work outcomes. • 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. • Provide support to effective financial monitoring, and adhere to procurement and contract procedures.
Standard Operational Activities	<ul style="list-style-type: none"> • Demonstrate an awareness of and solve everyday problems that may impact on own designated work tasks. • 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 as detailed in PRC-CPS-6. • Provide accuracy in the provision of information and performance of the job role. • Ensure the provision of basic first aid, to manage and limit complications during procedures. • 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. • Use of Millenium (Enterprise Patient Laboratory Information System).
Professionalism	<ul style="list-style-type: none"> • Demonstrate consideration of consumer needs. • De-escalate situations of conflict. • 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. • Present a professional personal appearances and a willingness to adhere to the organisation's uniform policy.
Communication	<ul style="list-style-type: none"> • Accept constructive feedback and acknowledge accountability.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Successful completion of the Certificate III in Pathology Specimen Collection or an equivalent qualification approved by the delegate.

Personal Abilities/Aptitudes/Skills:

- Excellent communication skills (oral and written) to support effective liaison, and cooperation with staff at all levels. Listens to and considers different ideas and discusses 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 under general direction, to prioritise 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.
- Personal integrity accuracy when working autonomously.

Experience

- Previous phlebotomy experience.

Knowledge of

- Office procedures.
- Work Health and Safety, Infection control principles and guidelines and medical terminology.
- SA Pathology and SA Health Structure.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Customer Service Certificates.

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.

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 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., Country Health SA 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.

CALHN – SA Pathology – Patient Services:

Our mission is to provide:

- The people of South Australia with comprehensive quality pathology and associated clinical services that improve patient outcomes and the health of the community through a commitment to education, innovation and research.
- Our customers with exceptional services and support.
- Our staff with a working environment conducive to fulfilling their potential.
- The Government of South Australia with cost-efficient, sustainable pathology and clinical services.

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 Imaging, Pathology and Pharmacy, 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, we face a significant challenge in achieving financial sustainability. A quality-assured financial recovery plan has been developed to meet these

challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.

Values

Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patient's needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

Patient Centred:	Our patients are the reason we are here and we will provide the best service to our patients and customers
Team Work:	We value each other and work as a team to provide the best care for our patients
Respect:	We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services
Professionalism:	We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice

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.

Approvals

Role Description Approval

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

Name: _____ **Role Title:** _____

Signature: _____ **Date:** _____

Role Acceptance

Incumbent Acceptance

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

Name: _____ **Signature:** _____

Date: _____



ROLE DESCRIPTION

Role Title:	Phlebotomist
Classification Code:	OPS 2
LHN/ HN/ SAAS/ DHA:	CALHN
Service	SA Pathology
Division:	Patient Services
Section :	Patient Services
Role reports to:	Area Nurse Unit Manager
Role Created/ Reviewed Date:	2016 review July 2019
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (WWCC) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)

ROLE CONTEXT

Primary Objective(s) of role:

- > Is a patient sensitive role that requires a duty of care
- > Contribute to the efficient operation of Patient Services by providing a high level of customer service and care to patients during the course of duties: Phlebotomy, specimen collection, specimen management and administration including use of Laboratory Information Systems.
- > The management of specimens in the pre-analytical stage that ensures the delivery of quality samples for testing that leads to the timely diagnosis and treatment of the patient
- > Contributes to the training and supervision of staff as relevant.
- > Depth and understanding of discipline and area of practice at a proficient level.
- > Able to take full responsibility for own work and that of others where applicable
- > Deals with complex situations holistically, able to make confident decisions

Direct Reports:

- > Reports to the Nurse Unit Manager/ or delegate
- > Works under the direct or indirect supervision of a Registered Nurse
- > Ensures cooperative and productive working relationships within all members of the health care team

Key Relationships/ Interactions:

Main Contacts Internal

- > Nurse unit Manager/ or delegate
- > Collaboration with nursing staff who are responsible for the clinical governance
- > All members of the health care team within SA Pathology and SA Health that access or are integrated with Patient Services.

Roles/ committees/ working parties/ project teams or organisations

- > There is an expectation that all staff will be proactive and cooperative in organisational standards
- > Expectation to respond to and take action across all mediums of communication
- > Comprehends and prioritise information that contains directives and important information

Main Contacts External

- > Patients/significant others
- > Doctors
- > All members of the health care team where SA Pathology provides Patient Services.

Difficulties in communication

- > Difficulties with communication need to be brought to the attention of the direct line manager

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Recognising the role's contribution to clinical decision making
- > Adapting to a changing environment
- > Working autonomously or in a team
- > Core standards of organisation/ consumer expectation/ Laboratory expectations
- > Meeting KPI of workplace priorities and time efficiency
- > Fast paced environment/customer conflict
- > Adhering to processes to minimize risk of error
- > Clear understanding of the work expectations.

Delegations:

- > Required to adhere to procurement and contract procedures. This may include ordering stationary, equipment and consumables

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:

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.
 - > Meet immunisation requirements as outlined by the *Immunisation Guidelines for Health Care Workers in South Australia 2014*.
 - > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
 - > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
 - > *Child Safety (Prohibited Persons) Act 2016 (SA)*
 - > DHS WWCC webpage
 - > State Records Act 1997 and General Disposal Schedule No.30, V1.1
 - > Disability Discrimination.
 - > 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.

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 [DHS WWCC webpage](#).
- > National Criminal History Clearances must be renewed every 3 years thereafter from date of issue.
- > Work with children / prescribed positions (WWCC position) - under the Child Safety (Prohibited Persons) Act 2016 and Child Safety (Prohibited Persons) Regulations 2018 - provide a current Department for Human Services (DHS) working with children check (WWCC) before employment and every five years after the 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 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.

- > You will be provided with a SA Pathology Corporate uniform and will be required to adhere to associated Policy and procedure.
- > You will be required to work over 5/6/or 7 day roster dependent on the requirements of the position include covering weekends and public holidays and may include extended hours depending on customer needs.

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.

Key Result Area and Responsibilities

Note these are commensurate with level of classification.

Key Result Areas	Major Responsibilities
Achievement of Patient Services Goals	<ul style="list-style-type: none"> > Demonstrate an understanding of and support business objectives to meet KPI's. > Demonstrate an awareness of both internal and external factors and influences that may affect own work outcomes. > Provide and empathetic and high quality customer service to SA Pathology clients and staff that meets a Duty of Care > Demonstrates behaviour consistent with the principles values and ethics of the organisation > Provides support to effective financial monitoring, and adheres to procurement and contract procedures.
Standard Operational Activities	<ul style="list-style-type: none"> > Demonstrate an awareness of and solve everyday problems that may impact on own designated work tasks. > Delivering efficient and effective specimen collection from adults,

	<p>children and infants by implementation of the current specimen collection policy and procedures.</p> <ul style="list-style-type: none"> > Provide accuracy in the provision of information and performance of the job role. > Ensure the provision of basic first aid, to manage and limit complications during procedures. > Ensure that equipment and consumables are maintained in a clean, safe and well resourced state in accordance to NATA and WHS standards of accreditation. > Demonstrated participation in quality improvement activities. > Demonstrated adherence to WHS and Infection Control policies and practices.
Professionalism	<ul style="list-style-type: none"> > Demonstrates consideration of consumer needs. > Demonstrates ability to de-escalate situations of conflict. > Demonstrates ability to share information, build relationships and communicate in a clear and concise manner. > Demonstrates timeliness that impacts positively on customer service. > Demonstrates pride in presenting a professional personal appearance and a willingness to adhere to the organisations uniform policy
Communication	<ul style="list-style-type: none"> > Demonstrates the ability to accept constructive feedback and acknowledge accountability. > Demonstrates ability to assess and escalate issues as relevant.
Training / Development	<ul style="list-style-type: none"> > Able to demonstrate a comprehensive knowledge of and ability to train in all aspects of the Pathology Collection role including centre operations and computer processes. > Resource person and preceptor to new staff

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Successful completion of the Certificate III in Pathology Specimen Collection.
- > Demonstrated participation in front line supervision
- > Demonstrated knowledge of National Association of Testing Authorities (NATA).

Personal Abilities/Aptitudes/Skills:

- > Excellent communication skills (oral and written) to support effective liaison, and cooperation with staff at all levels. Listens to and considers different ideas and discusses 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 accurate computer and data entry skills
- > Ability to work effectively independently, to prioritise and to achieve high standards of work performance.
- > Demonstrates a sound work ethic related to industrial expectations.
- > Possess an energetic, dynamic and proactive approach to the work role.
- > Demonstrates a commitment to continual professional development related to the work role.
- > Personal integrity accuracy when working autonomously
- > Demonstrates critical thinking that enhances the ability to go beyond regular performance standards to satisfy customers.
- > Demonstrates flexibility and competency to work across all areas of Patient Services
- > Able to actively participate in training/induction process for other staff
- > Demonstrates emotional intelligence and maturity

Experience

- > **Greater than 2 years experience** in a hospital/pathology specimen collection environment or pathology laboratory.
- > Certificate 3 Pathology Collection or relevant experience.

Knowledge

- > Of Work Health and Safety, Infection control principles and guidelines and medical terminology.
- > Proficient knowledge of Pathology Collection policy and procedures.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Customer Service Certificates
- > Certificate 4 in Training and Assessment
- > Working towards a Leadership training course
- > Demonstrated a working knowledge of Laboratory Information Systems.

Personal Abilities/Aptitudes/Skills:

- > Demonstrates initiative with self-directed learning activities

Experience

- > Ability to prioritize and work effectively in a high throughput customer area

Knowledge

- > Understanding of “Consumers” rights within a Health Care setting

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:

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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:

CALHN – SA Pathology - Patient Services

Our mission is to provide:

- > The people of South Australia with comprehensive quality pathology and associated clinical services that improve patient outcomes and the health of the community through a commitment to education, innovation and research
- > Our customers with exceptional services and support
- > Our staff with a working environment conducive to fulfilling their potential
- > The Government of South Australia with cost-efficient, sustainable pathology and clinical services.

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 Imaging, Pathology and Pharmacy, 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, we face a significant challenge in achieving financial sustainability. A quality-assured financial recovery plan has been developed to meet these challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.

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.

Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patient's needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

Patient Centred:	Our patients are the reason we are here and we will provide the best service to our patients and customers
Team Work:	We value each other and work as a team to provide the best care for our patients
Respect:	We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services
Professionalism:	We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice

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.

Approvals

Role Description Approval

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

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

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

Name:

Signature:

Date: