



ROLE DESCRIPTION

Role Title:	Technical Officer		
Classification Code:	TGO-1	Position Number	
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	SCSS		
Division:	SA Pathology		
Department/Section / Unit/ Ward:	Regional Services		
Role reports to:	Laboratory Manager		
Role Created/ Reviewed Date:	2/5/19 22/2/21		
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)		

ROLE CONTEXT

Primary Objective(s) of role:
> Contribute to the provision of a quality, multi-disciplined pathology service provided in a regional laboratory.

Direct Reports:
Responsible to the local laboratory manager.

Key Relationships/ Interactions:
Internal <ul style="list-style-type: none">• Directorate Manager, Regional Services• Local Laboratory Manager• Local Laboratory Staff• Local Phlebotomy and Administration Staff• Various SA Pathology Staff (Technical, Scientific, Clerical and Clinical) from other SA Pathology sites External <ul style="list-style-type: none">• Local General Practitioners• Local Hospital staff (Nursing and Medical)

Challenges associated with Role:
<ul style="list-style-type: none"> • Nil

Delegations:
Delegated Level - No financial delegations in accordance with CALHN's Delegation of Authority Document

Special Conditions:
<ul style="list-style-type: none"> • Participation in out of hours roster including weekends, public holidays and shift work. • Some intra-state travel will be expected. • Maintenance of a current Class C Driver's Licence is essential. • 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. • <i>Prescribed Positions</i> under the <i>Children's Protection Act (1993)</i> must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion. • Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the <i>Children and Young People (Safety) Act 2017</i> or 'Approved Aged Care Provider Positions' as defined under the <i>Accountability Principles 2014</i> pursuant to the <i>Aged Care Act 2007 (Cth)</i>. • 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 <i>Public Sector Act 2009</i> for Public Sector employees or the <i>SA Health (Health Care Act) Human Resources Manual</i> for Health Care Act employees. • The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

General Requirements:

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

- *Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements.*
- *Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.*
- *Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia Policy Directive.*
- *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- *Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.*
- *Disability Discrimination.*
- *Independent Commissioner Against Corruption Act 2012 (SA).*
- *Information Privacy Principles Instruction.*
- *Code of Fair Information Practice.*
- *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual.*
- *Relevant Australian Standards.*
- *Duty to maintain confidentiality.*
- *Smoke Free Workplace.*
- *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*
- *Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.*

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

Performance Development

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

Handling of Official Information:

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

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

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

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

White Ribbon:

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

Cultural Commitment:

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

Resilience:

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

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Customer Service	<p>Contribute to the provision of the reliable and efficient diagnostic regional pathology service by:</p> <ul style="list-style-type: none"> ➤ Participating in the performance of routine testing in the disciplines of Microbiology, Haematology, Clinical Chemistry and Transfusion Medicine ➤ Performance of specimen registration, test resulting, reporting and validation where required. ➤ Performance of cell morphology screening with differential cell counts on abnormal automated CBE results. ➤ Provision of information to Medical Officers and Hospital staff in the correct collection of specimens. ➤ Liaise with Medical Officers and Hospital staff in relation to urgent and abnormal results within the areas of the regional laboratory and refer to the relevant consultative specialists within SA Pathology when necessary. ➤ Undertake the collection of specimens from patients, including venepuncture and paediatric collections. ➤ Participate in the routine maintenance of all equipment. ➤ Preparation of reagents, monitoring reagent numbers and expiry dates.
Quality Assurance	<p>Assist the laboratory manager and medical scientists with the performance of the quality management and quality assurance activities within the laboratory by:</p> <ul style="list-style-type: none"> ➤ The performance of audits when requested ➤ The performance of quality assurance and quality control activities
Performance Development	<p>Participate in the continuing education programs conducted within SA Pathology</p>

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Appointment to TGO-1 level requires an appropriate technical qualification – Certificate or Medical Laboratory Science or equivalent

Personal Abilities/Aptitudes/Skills:

- Ability to work as a member of a small team, or on an individual basis
- Good verbal and written communication skills
- Must reside within 30 minutes of the laboratory for after hours on-call response.

Experience

- Previous Medical Laboratory experience

Knowledge

- Recognised knowledge in at least one discipline of diagnostic pathology
- Knowledge of office procedures, medical terminology and database use

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Nil

Personal Abilities/Aptitudes/Skills:

- Ability to organise and prioritise work

Experience

- Previous medical laboratory experience in at least two of the following disciplines – Transfusion, Haematology, Clinical Chemistry or Microbiology
- Experience in venepuncture techniques and paediatric specimen collection

Knowledge

- Knowledge in the use of pathology laboratory information systems and word processing
- Knowledge of WHS in regards to safe laboratory work practice.

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.

Central Adelaide Local Health Network:

CALHN is one of five Local Health Networks (LHNs) in South Australia established in July 2011. CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including 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.

Division/ Department:

The Regional laboratories provide a diagnostic pathology and collection service to the local community in both the hospital and private GP sector. The SA Pathology laboratories are part of the community and strive to meet the needs of the local population and Country Health SA Local Health Network by delivering a service that is timely, accessible and of a high standard to ensure the best outcomes for all patients.

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: Mark Hancock

Role Title: Directorate Manager
Regional Services

Signature:



Date: 22/2/21

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: