



## Statewide Clinical Support Services (SCSS)

### ROLE DESCRIPTION

<b>Role Title:</b>	Phlebotomist
<b>Classification Code:</b>	OPS2
<b>LHN/ HN/ SAAS/ DHW:</b>	Statewide Clinical Support Services (SCSS), CALHN, SA Health
<b>Hospital/ Service/ Cluster:</b>	SA Pathology
<b>Division:</b>	Marketing, Photography & Patient Services
<b>Department/ Section/ Unit/ Ward:</b>	Patient Services
<b>Role reports to:</b>	NUM or Delegate
<b>Role Created/Reviewed Date:</b>	May 2021
<b>Criminal and Relevant History Screening:</b>	<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)
<b>Immunisation Risk Category Requirements:</b>	<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

<b>Primary Objective(s) of role:</b>
<ul style="list-style-type: none"><li>&gt; Is a patient sensitive role that requires a duty of care</li><li>&gt; 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 pathology Request Data Order Entry (DOE) and use of Laboratory Information Systems.</li><li>&gt; 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</li><li>&gt; Contributes to the training and supervision of staff as relevant.</li><li>&gt; Depth and understanding of discipline and area of practice at a proficient level.</li><li>&gt; Able to take full responsibility for own work and that of others where applicable</li><li>&gt; Deals with complex situations holistically, able to make confident decisions</li></ul>
<b>Direct Reports:</b>
<ul style="list-style-type: none"><li>&gt; Reports to the Nurse Unit Manager/ or delegate</li><li>&gt; Works under the direct or indirect supervision of registered nurse</li><li>&gt; Ensure cooperative and productive working relationships within all members of the health care team</li></ul>

**Key Relationships/ Interactions:**Internal

- > 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

External

- > Patients/significant others
- > Doctors
- > All members of the health care team where SA Pathology provides Patient Services.
- > Difficulties and challenges 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
- > Work across multiple locations and settings (including but not limited to community collection centres, hospital ward and domiciliary)
- > 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.

**Key Result Areas and Responsibilities**

Key Result Areas	Major Responsibilities
Achievement of Patient Services Goals	<ul style="list-style-type: none"> <li>&gt; Demonstrate an understanding of and support business objectives to meet KPI's.</li> <li>&gt; Demonstrate an awareness of both internal and external factors and influences that may affect own work outcomes.</li> <li>&gt; Provide and empathetic and high-quality customer service to SA Pathology clients and staff that meets a Duty of Care</li> <li>&gt; Demonstrates behaviour consistent with the principle's values and ethics of the organisation</li> <li>&gt; Provides support to effective financial monitoring and adheres to procurement and contract procedures.</li> </ul>
Standard Operational Activities	<ul style="list-style-type: none"> <li>&gt; Demonstrate an awareness of and solve everyday problems that may impact on own designated work tasks.</li> <li>&gt; Delivering efficient and effective specimen collection from adults, children, and infants by implementation of the current specimen collection policy and procedures.</li> <li>&gt; Perform accurate pathology request Data order Entry (DOE) and use of laboratory information system (LIS)</li> </ul>

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

## 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. 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:

- > Demonstrated, independent Phlebotomy 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:**

- > 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).
- > Successful 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 thru put customer area
- > Greater than 2 years' experience in a hospital/pathology specimen collection environment or pathology laboratory.
- > Certificate 3 Pathology Collection or relevant experience.

**Knowledge:**

- > Understanding of "Consumers" rights within a Health Care setting

#### Special Conditions:

- > 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.
- > The successful incumbent will be required to work in SA Pathology Patient Centres on a rostered basis, as well as in hospital settings and also perform domiciliary collections.
- > You will be required to work over 7day roster dependent on the requirements of the position and may include extended hours depending on customer needs.
- >

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#### 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.

### 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.

## 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):

<b>Integrity:</b>	We are honest, consistent and act fairly. We make evidence-based decisions that are in the best interests of the South Australian community.
<b>Compassion:</b>	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.
<b>Accountability:</b>	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.