



## ROLE DESCRIPTION

<b>Role Title:</b>	Technical Officer		
<b>Classification Code:</b>	TGO1	<b>Position Number</b>	M52225
<b>LHN/ HN/ SAAS/ DHA:</b>	Central Adelaide Local Health Network (LHN)		
<b>Site/Directorate</b>	RAH		
<b>Division:</b>	SA Pathology		
<b>Department/Section / Unit/ Ward:</b>	Haematology – Transfusion Medicine		
<b>Role reports to:</b>	Laboratory Manager & Scientific Lead		
<b>Role Created/ Reviewed Date:</b>			
<b>Criminal History Clearance Requirements:</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:</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>
<p>The <b>Technical Officer</b> is expected to be able to provide a wide range of relevant expertise in the Transfusion Medicine (Blood Bank) laboratories which operate 24/7.</p> <p><b>The following objectives for a Technical Officer at the classification level of TGO 1 are as follows:</b></p> <ul style="list-style-type: none"><li>• Perform routine laboratory functions, while providing direct assistance to Medical Scientists / Technical Officer /Section Supervisor / Scientific Leaders.</li></ul>

<b>Direct Reports:</b>
N/A

<b>Key Relationships/ Interactions:</b>
<p><u>Internal</u></p> <ul style="list-style-type: none"><li>• Interacts closely with personnel at all levels on a daily basis within SA Pathology regarding specimens, tests, results and equipment.</li></ul> <p><u>External</u></p> <ul style="list-style-type: none"><li>• Communicate with clients regarding specimens and testing.</li></ul>

Challenges associated with Role:
<p>Major challenges currently associated with the role include:</p> <ul style="list-style-type: none"> <li>• Understanding the variations between test requirements.</li> <li>• Participating in an efficient integrated workflow.</li> <li>• Understanding the need for courteous and clear communication at all times, particularly at times of high workload pressure.</li> </ul>
Delegations:
N/A
Special Conditions:
<ul style="list-style-type: none"> <li>• 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 <i>SA Health Criminal and Relevant History Screening Policy Directive</i>.</li> <li>• For appointment in a Prescribed Position under the <i>Child Safety (Prohibited Persons) Act (2016)</i>, 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.</li> <li>• For 'Prescribed Positions' under the <i>Child Safety (Prohibited Persons) Act (2016)</i>, 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 <i>Accountability Principles 2014</i> issued pursuant to the <i>Aged Care Act 1997</i> (Cth).</li> <li>• Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.</li> <li>• 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.</li> <li>• 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.</li> </ul>

## 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 & 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 both CALHN and the broader 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. Our Reconciliation Action Plan guides, supports and holds us accountable as we uphold our values and focus on making reconciliation a reality. The plan can be found at [centraladelaide.health.sa.gov.au](http://centraladelaide.health.sa.gov.au).

#### **Resilience:**

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

#### **Integrity Statement:**

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

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<b>Blood Bank</b>	<ul style="list-style-type: none"> <li>Performing pre-transfusion compatibility testing and other Blood Bank related testing, including performance &amp; resolution of blood group and [with experience], complex antibody investigations including the interpretation and communication of findings.</li> <li>Inventory Management including performing receipt, dispatch, and monitoring of blood product stocks so as to ensure adequate supply and minimisation of product wastage.</li> <li>Assigning priority to work activities, particularly in emergency and critical bleeding situations.</li> <li>Liaising with the on-call medical scientists, Haematologists, ARCBS Medical Officer and clients as deemed appropriate in working towards resolution of issues of both a diagnostic and technical nature.</li> <li>Assisting technical staff at TGO-0/1/2 level to resolve problems.</li> </ul>
<b>Service Provision</b>	<ul style="list-style-type: none"> <li>Receive specimens into the laboratory (information system) and perform identity checks in accordance with established laboratory protocols.</li> <li>Sort and prepare samples for testing and analyses including dispatch to other laboratories where appropriate.</li> <li>Assist with diagnostic testing as directed and in accordance with established laboratory methods.</li> <li>Promptly bring to the attention of the supervisor any abnormal or unexpected results.</li> <li>Provide laboratory assistance for approved research and development projects, as required.</li> <li>Maintain records of results and sample storage.</li> <li>Operate and maintain laboratory equipment in accordance with established procedures.</li> <li>Undertake routine laboratory housekeeping duties.</li> </ul>
<b>Quality Management</b>	<ul style="list-style-type: none"> <li>Actively participate in the application of Quality Management principles in accordance with appropriate regulatory framework. This includes: <ul style="list-style-type: none"> <li>Procedural audits and reviews as directed</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Implementation of new methods and procedures</li> <li>○ Ensuring acknowledgement of relevant procedural updates</li> <li>○ Ensuring appropriate and immediate reporting of incidents, errors and complaints</li> <li>● Understand, maintain and apply the principles of internal quality control and external quality assurance programs and contribute to the resolution of problems that may arise.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>● Develop and maintain skills to ensure current knowledge in diagnostic, research and development activities of the laboratory.</li> </ul>
<b>Work Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>● Contribute to Work Health and Safety within SA Pathology by taking reasonable care to protect personal health and safety of other staff, wear protective clothing and use safety equipment as directed.</li> <li>● Report incidents and risks in a timely manner.</li> <li>● Handling and processing of biological hazardous samples.</li> <li>● Collaborate with senior staff in resolution of issues and mitigation of risks.</li> <li>● Complete mandatory training obligations including emergency evacuation and fire training.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications**

- Must have previously satisfied the educational standards for entry into a course of study leading to an approved and recognised qualification.

#### **Personal Abilities/Aptitudes/Skills:**

- Ability to follow written and verbal instructions.
- Positive commitment to customer service.
- Communicate and work effectively within a team environment.
- Ability to complete variable workloads to a high standard and within defined timelines.
- A desire to work in a laboratory environment.
- Good interpersonal skills.
- Ability to use initiative to solve problems.
- Good numerical and keyboard skills.
- The incumbent is required to have excellent oral and written communication skills.
- Ability to prioritise work to ensure efficient and effective performance.
- Ability to handle confidential and sensitive information in a professional manner.
- Ability to use various computer software to perform work duties.

#### **Experience**

- Experience working within a team environment.

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications**

- A proven ability to undertake relevant training programs including further education courses.

#### **Personal Abilities/Aptitudes/Skills:**

- Laboratory skills in analytical methodologies.
- Ability to communicate with health care professionals.

#### **Experience**

- Experience with laboratory equipment.
- Previous experience in a pathology laboratory.
- Experience in Data Entry.

#### **Knowledge**

- Knowledge of basic laboratory principles and concepts.
- General knowledge of science and laboratory practice.
- Knowledge of current accreditation and legislative requirements as applied to Pathology Laboratories.
- Knowledge of Work Health, and Safety legislation.
- Knowledge of legislation, policies and guidelines relating to privacy.

## Organisational Context

### Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission 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 Strategic 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:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

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 SA Medical Imaging (SAMI), SA Pathology SA Pharmacy and BreastScreenSA, 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, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN visit [centraladelaide.health.sa.gov.au](http://centraladelaide.health.sa.gov.au).

**Division/ Department:**

## Values and behaviours

### Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

Values	Behaviours
<i>People first</i>	<ul style="list-style-type: none"><li>- I am there for my patients and colleagues when they need me most.</li><li>- I put myself in my patients and colleagues' shoes to understand their needs.</li><li>- I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience.</li><li>- I respect uniqueness in my colleagues, our patients and their families.</li></ul>
<i>Ideas driven</i>	<ul style="list-style-type: none"><li>- I look and listen to ensure I fully understand the problem and find a solution.</li><li>- I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.</li><li>- I invest in my own learning and look for opportunities to explore and introduce new ideas.</li><li>- I am interested in critical research and how it informs creative thinking.</li></ul>
<i>Future focussed</i>	<ul style="list-style-type: none"><li>- I embrace leading practices and use them to evolve our ways of working.</li><li>- I lead and support change to improve patient and organisational outcomes.</li><li>- I am constantly on the look-out for opportunities to improve.</li></ul>
<i>Community minded</i>	<ul style="list-style-type: none"><li>- I put my hand up to lead work that matters.</li><li>- I am accountable and focused on value.</li><li>- I value and champion diversity.</li><li>- I embrace collaboration and constructive partnerships.</li></ul>

### 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 CALHN as described within this document.

<b>Name:</b>	<b>Signature:</b>	<b>Date:</b>
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