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SA Health Job Pack

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| Job Title | Services Staff |
| Job Number | 530595 |
| Applications Closing Date | 24 May 2013 |
| Region / Division | Country Health SA Local Health Network |
| Health Service | Waikerie Health Services |
| Location | Waikerie |
| Classification (i.e. RN2) | WHA2 |
| Job Status - (F/T, P/T, hours negotiable) | Part-time, Permanent (more than one position) |
| Hourly Rate | \$22.24 - \$22.50 per hour base salary |

Criminal History Assessment

Applicants will be required to complete and submit a Department of Communities and Social Inclusion (DCSI) Criminal History Check. The following checks will be required for this role:

- ☒ Child Related Employment Screening
- ☐ Vulnerable Person-Related Employment Screening
- ☒ Aged Care Sector Employment Screening
- ☒ General Employment Probity Check

Please ensure that the appropriate forms are completed and taken with you to the interview stage of the recruitment process. Further information is available on the SA Health careers website at www.health.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Contact Details

| | |
|----------------------|--|
| Full name | Murray Dalglish |
| Job Title | Director of Nursing and Midwifery |
| Phone number | 8541 0555 |
| Email address | Murray.Dalglish@health.sa.gov.au |

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.



Government of South Australia
SA Health

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

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|------------------------------|---|
| Role Title: | Services Assistant |
| Classification: | WHA-2 |
| Stream: | Catering / Utility Services |
| Local Health Network: | CHSALHN |
| Business Unit: | WAIKERIE HEALTH SERVICE |
| Type of Appointment: | <ul style="list-style-type: none">o Ongoing |
| | <ul style="list-style-type: none">o Temporary Term: |
| | <ul style="list-style-type: none">o Other Term: |

ROLE SPECIFICATION

Summary of the broad purpose of the role in relation to the organisation's goals

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

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

Reporting/Working Relationships

The Services Assistant is responsible directly to the Team Leader catering / cleaning on a day to day basis and ultimately responsible to the Director of Nursing and Midwifery.

Special Conditions

- > Appointment is subject to a satisfactory Child Related and Aged Care Sector Background Screening and National Criminal History Check obtained through the Screening Unit, Department for Communities and Social Inclusion to be renewed every 3 years thereafter from date of issue.
- > The position is primarily located at Waikerie but the incumbent maybe required to work from other sites and/or facility within Riverland area.
- > Must be an Australian resident or hold a current working visa.
- > The incumbent will be required to enter into an Annual Performance Review and Development Plan for the achievement of specific, service or program outcomes.

Statement of Key Outcomes and Activities

Contribute to the general housekeeping, catering and laundry service of the health unit by:

Utility Services

- undertaking minor sewing repairs (not including making or manufacturing)
- prepare wash, clean, sort, dry, fold, label, iron, pack, deliver and store, as appropriate, laundry, uniforms and linen
- assist with recording (eg. imprest systems and for sterilization during washing cycle)

- window high cleaning with use of ladders
- routine shampooing of carpets, requiring the use of electronically powered or hand equipment and walking behind cleaning equipment and plant.

Catering

- preparation of breakfasts, soups, gravies and fast serve foods (for example sausage rolls, wraps and bacon and eggs)
- cut an portion ingredients for meal packs
- receive stock, reconstitute (requiring decision on temperature and time selection) and plate frozen food
- notify food complaints to supervisor
- assist clients to fill-out menus (request for specific dietary requirements should be referred to the appropriate employee)
- service, plate and deliver food.

Contributing to the effective management of material resources by:

Utility Services

- request orders for repairs to equipment
- operate mechanical washing machines, sealing units, hot air ovens and laboratory incubators
- initiate requirements for repairs to equipment
- check and delivery of gas cylinders.

Catering

- switch on required equipment
- unlock work areas
- check off stock lists
- cashier duties (not independent reconciliation of cash)
- stocking and maintaining, cleanliness and notifying any damage to vending machines
- initiate ordering for repairs.

Contribute to the efficient and effective operation of the health unit by:

- may require the operation of machinery, equipment and/or facilities
- instruction given by way of verbal, written or diagrammatic direction
- providing assistance and co-operation to other employees
- perform routine functions requiring the undertaking of clear and straight forward instruction.

Demonstrates and maintains a satisfactory knowledge and skill base to perform role by:

- undertaking training as required and maintaining required skills and knowledge applicable to the role.

An employee at Level 2 will be required to perform duties at the lower level.

GENERAL

Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination by:

- › Complying with workplace policies and guidelines
- › Comply with and have a working knowledge and understanding of the requirement for all staff employed in the organisation in regards to confidentiality.

- › Commitment to the continuous improvement in the provision of customer service.
- › Comply with and have a working knowledge and understanding of current Food Safety Standards and current Infection Control Standards policies and procedures.
- › Correctly utilising appropriate personal protective equipment.
- › Participation in continuous quality improvement programs and accreditation activities.
- › Ensuring cultural sensitivity is maintained by attending and contribute to their learning in diversity of cultural awareness and cross cultural training, with a frequency to be determined as appropriate by the organisation.
- › All staff will actively support and contribute to risk management by maintaining an awareness of the risks relating to their area of responsibility and accountability including the identification and reporting of such risks
- › It is the responsibility of every employee to ensure that no official record created or received (in any format) is destroyed without following prescribed retention procedures and subsequent authorisation from State Records. It is further the responsibility of every employee to ensure they gain an understanding of what constitutes an official record. It is a requirement that all employees will adhere to the prescribed Policy, Procedures & Practices of this organisation in relation to records management.

Contribute to the well-being of people in South Australia through participation 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.

Contribute to the promotion and implementation of the Public Sector Act principles and practices and employee conduct standards, in particular Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements.

PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications (include only those listed as an essential qualification for the specified classification group)

Personal Abilities/Aptitudes/Skills: (related to the job description and expressed in a way which allows objective assessment)

- Proven ability to work well within a team environment.
 - Ability to work in various settings and relate to all levels of staff.
 - Flexible approach to work and rostering systems.
 - Proven ability to meet deadlines and timeframes.
 - Interpersonal and communication skills and the ability to relate to people from different cultures, backgrounds and circumstances.
 - Ability to provide assistance and co-operation to other staff.
 - Demonstrated ability to perform under general direction.
 - Ability to use discretion and maintain strict confidentiality.
 - Effective written, verbal and numeracy skills.
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Experience

- Limited experience in the areas of housekeeping, cooking/catering and laundry.
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Knowledge

- Basic knowledge of safe working conditions.
 - Basic knowledge of Food Safety Standards.
 - Basic knowledge of Infection Control Standards, including cleaning and sanitizing processes.
 - Basic knowledge and commitment to customer service principles.
 - Knowledge of computer packages eg. Microsoft Word, Excel.
 - Knowledge and understanding of the Occupational Health, Safety and Welfare Act and Risk Management principles.
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DESIRABLE CHARACTERISTICS (To distinguish between applicants who have met all essential requirements)

Educational/Vocational Qualifications (considered to be useful in carrying out the responsibilities of the position)

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

Personal Abilities/Aptitudes/Skills: (related to the job description and expressed in a way which allows objective assessment)

- Demonstrated manual handling skills.

Experience

- Experience in the areas of housekeeping, cooking/catering and laundry.
- Limited experience in the use of computer packages eg. Microsoft Word, Excel.

Knowledge

- A knowledge of Equal Employment Opportunity legislation

Other Details:

ORGANISATIONAL CONTEXT

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, international 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.

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.

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