

Position Title: Health Care Worker

Campus: Ballarat

Directorate: Community & Aged Care

Department: Operations

Reporting to:

Direct Reports: Care Community Manager

Appointment Terms/Conditions:

Classification and Code: Health Care Worker, Grade 2-3 (IN38, IN39) – Depending on years of experience.

Enterprise Agreement: Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise agreement.

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The Health Care Worker:

- Assists residents to meet their needs (physical, emotional and social) as defined by them.
- Participates in the provision of resident focused, holistic care under the supervision of the Registered Nurse or Enrolled Nurse.
- Undertake the delivery of quality care in accordance with the level of competence required in this position and practices within the framework of formal educational preparation.
- Supports the leadership team in the effective and efficient management of the designated facility.
- Contributes to quality healthcare through personal and professional development.

KEY ACCOUNTABILITIES

- Collaborate with multidisciplinary team members to achieve desired health outcomes for residents.
- Assume accountability and responsibility for providing a high standard of direct resident care under the supervision of the Registered Nurse and Enrolled Nurse with resident needs and documented care plans.
- Accept accountability for own actions and seek guidance from the Registered Nurse, Enrolled Nurse or Nurse Unit Manager when limited by own level of expertise.
- Assist residents with safe administration of medication under the direction of a Registered Nurse
- Provide a resident focused service in relation to meals and food service in conjunction with adherence to the food service schedules and Grampians Health Food Safety Plan. Tasks may include, but are not limited to, food preparation, provision of meal service such as setting and clearing dining room, cleaning of kitchen and dishes.
- Adhere to cleaning and laundry duties specific to the workplace to maintain a clean and safe environment for residents, visitors and staff. Tasks may include, but are not limited to, vacuuming, mopping, cleaning bathrooms/toilets, dusting, resident laundering, rubbish collection.
- Accurately document resident care in accordance with health service guidelines.
- Ensure all workplace incidents and resident care incidents are accurately documented in the VHIMS system in a timely manner.
- Comply with the mandatory professional development competency framework for Aged Care Services.
- Promote and maintain an environment of teamwork and professionalism.
- Compliance with all Grampians Health Policies and Procedures.
- Adherence to infection control policies and procedures as identified in the Ballarat Health Services Infection Control Manuals.
- Participation in the Grampians Health integrated risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Ballarat Health Services, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for

clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Ballarat Health Services.

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- Grampians Health is committed to a person centred approach in the provision of health care and services, consistent with the Grampians Health values, mission and vision. It is expected that you demonstrate the core values of person centred care in every interaction with residents, carers and colleagues.

KEY SELECTION CRITERIA

Qualifications

- Possess a Certificate III in Individual Support or equivalent.
- Successful attainment of HLTHPS006 – Assist clients with medication preferred but not essential.
- Successful attainment of HLTFSE001– Follow Basic Food Safety Practices.

Technical/Professional Knowledge and Skills

- Demonstrate the ability to provide direct consumer care that meets the individual needs of the resident and relatives.
- Demonstrate an ability to participate in the development and review of Resident Care Plans.
- **Computer skills:** intermediate computer skills with demonstrated ability to use computer software particularly Microsoft Office Suite
- **Privacy and confidentiality:** Demonstrated understanding of the principles of privacy and confidentiality.

Work Environment

- Work on site at Grampians Health Aged Care facilities.
- Reliable transport and the ability to work between various worksites.
- Have the physical ability to bend, twist, crouch, squat, kneel, stand, walk, reach above shoulder height, lift, push/pull.
- Rotating across a 24/7 roster (AM, PM & night shifts)

Personal attributes

- **Adaptability:** Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- **Work Standards:** Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
- **Stress Tolerance:** Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organisation.
- **Initiating Action:** Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.
- **Managing Work (includes Time Management):** Effectively managing one's time and resources to ensure that work is completed efficiently.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.