

**Position Title:** Health Care Worker (Community)

Campus: Edenhope

**Directorate:** Community and Aged

**Department:** Community Programs and Community Aged

**Reporting to:** Community Services Manager  
Team Leader District Nursing, District Nurses and Care Coordinators

**Direct Reports:** Nil

### Appointment Terms/Conditions:

**Classification and Code:** Health Care Worker, Grade 1 – 3 depending on years of experience

**Enterprise Agreement:** Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025 and subsequent versions.

### 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](http://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.

<b>Collaboration</b>	<b>Compassion</b>	<b>Accountability</b>	<b>Respect</b>	<b>Innovation</b>
<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 (HCW) provides holistic, safe, effective and quality care to consumers in the community consistent with the organisation's mission, vision and values. This will include but not be limited to, assisting consumers with showering, dressing, grooming, general cleaning, laundry, bed making, grocery shopping, meal preparation and social activities. The HCW is required to work as a productive member of a care team to provide person centred care to the consumers in their home in accordance with the care plan and individual preferences.

### **Some of the tasks undertaken in this role includes:**

- Assisting consumers to undertake activities of daily living safely and in accordance with the consumers preferences, wishes and individual care plans
- Identify and report any changes in the consumer's health, wellbeing or safety.
- Develop and maintain effective relationships with consumers and their carers, along with other members of the health care team.
- Provide or assist in the provision of meaningful social activities for older people or younger people with a disability to create and maintain social relationships and support them to remain at home safely and independently.
- Work alongside of and support the care team to ensure that high quality care is delivered in line with policies and procedures and within the scope of practice for the role.

## **KEY ACCOUNTABILITIES**

- Make a meaningful contribution to the health, wellbeing and dignity of all consumers through a person-centred model of care.
- Develop and maintain effective relationships with consumers and carers to understand their needs and respond promptly and appropriately to these needs, or changes to their needs.
- Assist consumers to access high quality services that supports them to maintain and/or improve their health and wellbeing.
- Provide personal care for consumers as required within your scope of practice.
- Maintain client documentation and organisational reporting requirements.
- Maintain confidentiality at all times.
- Work within delegation and established frameworks to provide support for consumers to remain active and independent.
- Where issues are unclear, out of scope or beyond abilities and qualifications seek assistance and clarification.
- Ensure compliance with the relevant legislation and the new aged care standards.
- Ensure team members, clients, patients, carers and visitors are safe and accurately report any incidents, hazards and near misses in a timely and professional manner.

## **KEY SELECTION CRITERIA**

### **Qualifications**

- Possess a Certificate III in Individual Support or equivalent.
- Successful attainment of HLTFSE001– Follow Basic Food Safety Practices.
- Current Victorian driver's license.

### **Technical/Professional Knowledge and Skills**

- Demonstrate the ability to provide person centred care that meets the individual needs of each client.

- Demonstrate an ability to participate in the development and review of Consumer Care Plans in a multidisciplinary team.
- Demonstrated intermediate computer skills to use computer software programs, particularly Microsoft Office Suite.
- Demonstrated understanding of the principles of privacy and confidentiality.

### **Work Environment:**

- Work on site at Grampians Health Edenhope facilities, in the community or at consumer's homes.
- 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.

### **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.
- **Initiating Action:** Taking prompt action to accomplish best consumers outcomes; 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.