

**Position Title:** Ward Assistant

**Campus:** Ballarat

**Directorate:** Acute Nursing & Midwifery

**Department:** Acute Operations and sub-acute bed-based services

**Reporting to:**

**Direct Reports:** Nurse Unit Manager and Associate Nurse Unit Manager  
Nursing Director of Relevant Directorate

### Appointment Terms/Conditions:

**Classification and Code:** Patient Services Assistant (PS21)

**Enterprise Agreement:** Victorian Public Health Sector (Health & 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](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**

Demonstrates ability and motivation to undertake assigned duties to achieve required tasks relevant to the position within the designated clinical area, program or service. Assists the clinical ward to facilitate timely discharge and admissions of patients by attending to the preparation of patient areas

## **KEY ACCOUNTABILITIES**

Achieving Results, Innovation and Driving Change to Deliver High Quality Patient Care

- Maintains a customer focus and professional presence in the designated area
- Complies with clinical standards relevant to the work environment
- Maintains currency of knowledge through attendance and participation in relevant courses and conferences where applicable.

Key Performance Measures

- Participates in the orientation of staff as directed by the Nurse Unit Manager or delegate.
- Engages with key Stakeholders to ensure service and processes delivered is person centered.

Business and Financial Acumen

- Works within the allocated budget for the area under the direction of the Nurse Unit Manager or delegate
- Utilises resources responsibly and in a cost-effective manner.

Key Performance Measures

- Ensures resources used are appropriate and not wasted
- Works in consultation with Nurse Unit Manager or delegate to ensure resources are available

Critical Thinking and decision making

- Is adaptable to continuous changes within the work environment.
- Prioritises and plans workload according to the needs of the area.

Key Performance Measures

- Demonstrates clear and concise communication with the Nurse Unit Manager or delegate regarding workload
- Reviews priorities on a regular basis in consultation with the Nurse Unit Manager or delegate

Interpersonal Communication, Influence and Leadership

- Practices within the vision, mission and values of Ballarat Health Services
- Develops and maintains good working relationships with colleagues
- Maintains effective communication systems within the work environment

### Key Performance Measures

- Demonstrates ability to adapt within different working environments and those within it
- Observation of practice demonstrates courteous and respectful communication with all stakeholders

### Managing Performance

- Demonstrates a person-centred care and respectful approach to patients, visitors and staff

### Key Performance Measures

- Individual and external stakeholders are able to function in a cohesive environment that is mutually beneficial and serving the needs of the organisation.

### Planning and Priority Setting

- Cleans patient areas, equipment and dirty utility room in the clinical ward environment as required according to agreed standards and maintain overall standard of tidiness in the designated area
- Attends to general housekeeping duties as required by the clinical ward, including patient beverages and collection of daily supplies and newspapers, patient flowers are watered and fresh
- Cleans equipment as directed
- Transports specimens to pathology department
- Couriers equipment, medication and blood products according to hospital protocol and as directed

### Key Performance Measures

- All delegated duties are attended to in a timely manner
- Demonstrates clear and concise communication to Nurse Unit Manager or delegate relating to timely flow and blocks to achieving patient transfers

### Quality, Safety and Risk Management

- Promotes a safe and healthy workplace and takes all reasonable care for personal safety and the safety of colleagues, patients, their families and carers
- Manages work practices in accordance with award agreements and entitlements
- Actively participates in and support quality improvement activities
- Comply with Grampians Health integrated Risk Management framework
- Actively participates in the National Safety and Quality Health Standards and assists with preparation for health service accreditation process as directed by the Nurse Unit Manager or delegate

### Key Performance Measures

- Ensure all hazards and risks are reported
- Demonstrates participation in quality improvement activities based around patient centred care

### Self-Management

- Demonstrates a positive attitude to the agreed role and responsibilities

- Adheres to education framework to ensure compliance with mandatory competencies for their clinical environment
- Maintains and be involved in knowledge and skill development opportunities
- Ensure completion of an annual performance development review in accordance with Ballarat Health Services Staff Development Program

#### Key Performance Measures

- Demonstrates accountability and responsibility for 100% completion of mandatory and organizational competencies/e-learning
- Completes a meaningful Annual Performance Development review in a timely manner
- Maintains resilience through stressful situations

## KEY SELECTION CRITERIA

### Personal attributes

- Demonstrates ability to be involved with change management processes and be supportive with the implementation as directed by the NUM.
- Demonstrates interest in improving knowledge by being willing to participate in relevant courses and/or education sessions.

### Interpersonal skills

- Demonstrated high level communication and interpersonal skills
- Demonstrates good interpersonal skills and be able to respond and relate to medical, nursing and allied health staff

## 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.