

**Position Title:** Elder Life Assistant

**Campus:** Ballarat

**Directorate:** Hospitals

**Reporting to:** Program Manager, Hospital Elder Life Program

**Direct Reports:** Nil

**Appointment Terms/Conditions:**

**Classification and Code:** Admin Grade HS2

**Enterprise Agreement:** Victorian Public Health Sector (Health Professional, Health & Allied Services & Administrative Officers) Enterprise Agreement 2020-2025

**Time Fraction (hrs/wk):** 27.5 hours a week (4 days a week)

**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 Hospital Elder Life Program (HELP) is a world-renowned delirium prevention, management and treatment approach which was originally developed at Yale University in 1999. Since then, HELP has expanded to 17 countries and more than 200 sites worldwide and led to the development of Geriatric Centres of Excellence.

HELP utilises paid staff and volunteers to assess and manage older hospitalised patients with a range of key delirium risk factors (e.g., immobility, hearing and visual impairment, cognitive impairment, and poor sleep hygiene, nutrition and hydration).

The HELP team consists of a full-time program coordinator (the Elder Life Specialist) who recruits and coordinates volunteers, and provides the necessary administrative support to sustain and evaluate program; a specialist nurse (the Elder Life Nurse Specialist) who assesses patient risk factors and guidance for volunteers and ward staff; a geriatrician for specialist medical review; and at least 25 volunteers who enact individual care plans to address known risk factors.

We are seeking a caring and committed person to assist the Program Manager

- to screen and enrol patients into the program
- help orient patients and families to the program
- assign appropriate interventions to improve patient wellbeing (e.g., mobility, mental stimulation) during the inpatient stay.

The Elder Life Assistant supports the volunteers, when required to,

- provide deliver of intervention protocols.
- assists with the recruitment and training of volunteers.
- coordinate volunteer support and activities with patients in the GEM and Inpatient Rehabilitation Unit at the QE.

## **KEY ACCOUNTABILITIES**

### Screening & Enrolment

- Daily screening and enrolment of appropriate patients into program.
- Orient patients and families to the Program.
- Develop the care plans for the HELP intervention protocols. Provide appropriate equipment. Update care plan as needed based on patients' needs and outcomes.
- Notify HELP team and wards of enrolment status.

### HELP Program Interventions

- Ensure when required make sure there is adequate interventions materials and activities available for the volunteers.
- Assist when need in the oversight of the patient care assignments.

### HELP Volunteers

- Assist when need in the provision of appropriate patient care assignments for the volunteers.
- Assist with the Recruitment and Volunteer Training Program.

### Program Operations

- Record and file volunteer interventions and Patient satisfaction surveys.
- Adherence to infection control policies and procedures as identified in the Grampians Health 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 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 GH.

- At GHS 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 GH employees.
- GHS is committed to a patient/client centred approach in the provision of health care and services, consistent with the GH values, mission and vision. It is expected that you demonstrate the core values of patient centred care in every interaction with patients, carers and colleagues.

## **KEY SELECTION CRITERIA**

### **Qualifications & Experience**

- Qualification in Community Development, or Health-related area would be highly regarded.
- Knowledge of Hospital Elder Life Program (HELP) or experience working with HELP is desirable.

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

- Attention to detail and ability to keep careful documentation.
- Excellent communication (written and verbal) and interpersonal skills
- Ability to engage positively with a variety of personality types.
- Able to work collaboratively at all levels of the Health Care System
- Competency in using Microsoft Excel Spreadsheets (intermediate level proficiency)

### **Interpersonal Skills**

- **Building Strategic Working Relationships:** Developing and using collaborative relationships to facilitate the accomplishment of work goals.
- **Communication:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.

## **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.