



Cultivating Healthy Communities

Position Title:	Health Care Worker
Reports To:	Nurse Unit Manager or Nurse in Charge
Direct Reports:	NA
Department:	Clinical Services
Classification:	IN37 – IN39 Health Care Worker – Grade 1 to 3 (dependent on qualifications) <i>Junior rates apply for persons aged less than 19 years.</i>
Employment Conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025.
Qualifying Period	6 months from commencement date.

East Wimmera Health Service (EWHS) is a fully accredited small rural health service consisting of 40 Acute and 95 Aged Care beds across five campuses in the Buloke and Northern Grampians Shires in North Western Victoria. Covering the land first inhabited by the Dja Dja Wurrung, Barengi Gadjin, and Jaara Jaara peoples. EWHS encompasses the townships of Birchip, Charlton, Donald, Wycheproof and St Arnaud. EWHS provides a broad range of Acute, Community Based and Aged Care services integrated with local General Medical Practices. Additionally EWHS manages a number of other local services in post-acute care, planned activity groups and infection control. The duties of this position are to be performed with adherence to the purpose and values identified through EWHS's strategic plan and compliance with the Code of Behaviour for staff of EWHS.

Our Vision

To see sustainable improvement in the health and wellbeing of our community

Our Purpose

To work together with our community to achieve better health and wellbeing outcomes

Our Values

Together, Honesty, Empathy, Community, Open, Respect and Excellence

ROLE STATEMENT

The Health Care Worker (HCW) is responsible for providing evidence-based health care for residents in accordance with the care plan developed in collaboration with the consumer, their medical officer and other members of the East Wimmera Health Service (EWHS) health care team.

The HCW responsible for delivering care to the residents under the direction of the registered nursing staff, ensuring that residents are treated with dignity and respect at all times.

POSITION SPECIFIC RESPONSIBILITIES

Provision of Care

- Demonstrated ability to observe and appropriately report on the changing care requirements of consumers.
- Ensure care is delivered and evaluated in a consumer centred manner in accordance with EWHS policies and procedures.
- Understanding of the EWHS organisational structure in relation to scope of authority.
- Demonstrated understanding of the role, responsibilities, experience and scope of practice of a HCW and other clinical staff in a residential care environment.
- Working knowledge of the various residential aged care standards and how these impact the way in which consumer centred care is delivered.
- Ensure all physical and emotional requirements of consumers are met by:
 - Assisting the consumer with activities of daily living and encouraging independence where safe to do so.
 - Respecting all individuals' privacy, dignity, attitudes and religious beliefs.
 - Assisting in the provision of an attractive, comfortable and safe home environment.
- Respecting individuals privacy, dignity, attitudes and religious beliefs.
- Assisting the consumer with activities of daily living and where safe to do so encouraging independence with:
 - showering and toileting as required.
 - dressing and undressing as required.
 - transfers and general mobility within and outside the health service as required.
 - sensory and communication needs.
 - daily exercise program.
 - provision of ongoing long term support to residents suffering from irreversible dementia or psychiatric conditions as diagnosed by a medical professional.
- Assist with nutritional support under supervision eg assist with meals and drinks as per assessment.
- Liaise with the Lifestyle Coordinator to support and encourage consumer participation in independent and/or organised activities.

Teamwork

- Participate in innovative service development for EWHS.
- Communicate and collaborate professionally with internal and external peers, stakeholders and clients to promote EWHS.
- Perform all other duties as directed, within the limits of skill, competence and training to maximise flexibility and effectiveness.
- Respect decisions and actions of other staff; collaborates with team members to achieve desired consumer outcomes.

Administration

- Works within their scope of practice under the delegation and direction of the nurse in charge.
- Ensure individual care plans are followed for all consumers.
- Contribute to the development and review of the consumer's care plan ensuring that individualised care is planned and provided in consultation with consumers, carer's and other health professionals.
- Participate in the documentation process required for optimal AN-ACC returns and other funding streams as they arise.
 - Clinical monitoring
 - Risk/clinical scales
 - Reviewing care plans
- Demonstrated ability to accurately estimate resource requirements for particular tasks.
- Raises resource issues in a constructive and solution-focused manner in consultation with the nurse in charge.

Professional Competence & Development of Self and Others

- Accepts responsibility for own continuing professional development by setting realistic goals based on assessment of individual strengths and learning needs.
- Supports the development of others by acting as a resource to colleagues and participating in orientation of new staff.
- Undertake all assigned Education Training Schedule units as outlined by EWHS.

Quality / Safety and Risk Management

- Act in accordance with all relevant external legislation and internal EWHS policies and procedures that relate to this position and the organisation.
- Participate in and contribute to quality improvement programs and other organisational activities to meet Accreditation Standards.
- Participate and contribute in occupational health and safety activities to ensure a safe work environment for consumers, community, staff and visitors.
- Minimise exposure to incidents of infection / cross-infection of patients, consumers, staff, visitors and the general public by adhering to the Health Service Infection Control policies and procedures.
- Cooperate with the EWHS's Occupational Health and Safety policies and to participate in appropriate safety education and evaluation activities.

Integrity

- The values and expected behaviours at EWHS support ethical and responsible decision-making and a culture where all staff behave with integrity and respond appropriately if behaviour (at any level within an organisation) falls short of expectations.
- EWHS's disclosure and reporting processes provide confidentiality, utilise effective investigation and escalation mechanisms and include a range of actions to address fraudulent, corrupt or other unacceptable employee behaviours.
- If you suspect unethical, fraudulent or corrupt behaviour, it is imperative to report that behaviour. Sometimes this behaviour is managed internally but if it meets the mandatory minimum requirements, the CEO as the principal officer at EWHS has a statutory obligation to report material issues to the Independent Broad-based Anticorruption Commission (IBAC)



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- Reports can be made directly to the CEO or the Board depending upon the level within the organisation the suspected behaviour is occurring.

PERFORMANCE INDICATORS

The HCW's performance will be monitored against the following indicators:

- Evidence that comprehensive nursing care is provided which is consistent with a patients/residents care planning.
- Best practice is being delivered and documented in consumer records.
- Proof of promotion, leadership and teamwork on actions supportive of EWHS maintaining accreditation.
- Verification of the provision of a positive work place environment that shows professional conduct and communications with other health stakeholders.
- Active engagement and involvement in ACFI processes, systems and documentation.
- Achievement of duties as assigned by the Associate Nurse Unit Manager or Nurse in Charge.
- Achieves full compliance with the Education Training Schedule (ETS).

KEY BEHAVIORAL COMPETENCIES

- Customer Service
- Planning
- Interpersonal Savvy
- Functional / Technical Skills
- Time Management
- Decision Quality

KEY SELECTION CRITERIA

- Certificate III or IV in Aged, Community or Disability Care or have completed a minimum of 6 months of an approved higher level of study eg Diploma of Nursing.
- Demonstrate the ability to undertake appropriate care that meets the individual needs of the resident and relatives.
- Good understanding and adherence to the principles underpinning consumer centred care.
- Proven time management and prioritisation skills.
- Well-developed interpersonal communication skills with the ability to communicate professionally and effectively with residents, families, carers, staff and others.
- Well-developed written skills.
- Evidence of recent annual influenza immunisation or willingness to obtain.
- Evidence of full immunisation against COVID-19.

The Health Care Worker at East Wimmera Health Service will hold:

- A current National Police Check or ability to obtain a satisfactory check.
- Ability to comply with the "Behavioural Outcomes" for this role.
- A current Working with Children Check (employee) or willingness to obtain.

East Wimmera Health Service		
STANDARDS OF BEHAVIOUR		
Our staff will always:		Our staff will not:
Together	<ul style="list-style-type: none"> • Work as part of the team • Mentor others • Provide encouragement to others • Care for others the way they would like to be cared for themselves • Partner with consumers in decision making about their healthcare 	<ul style="list-style-type: none"> • Be self-centred • Have inappropriate conversations with others • Demonstrate a “can’t-do” attitude • Ignore feedback given by patients or colleagues • Avoid responsibility • Refuse to assist others with their workload.
Honesty	<ul style="list-style-type: none"> • Be open & honest with ourselves and with others • Make ethical decisions • Bring ourselves to work • Maintain high levels of integrity • Be responsible and accountable 	<ul style="list-style-type: none"> • Be dishonest • Be unreliable • Pass the buck • Be lazy
Empathy	<ul style="list-style-type: none"> • Commit to delivering a positive health experience to every person every time • Show compassion to all people • Demonstrate empathy & understanding 	<ul style="list-style-type: none"> • Be sarcastic • Be judgmental • Make care decisions without consulting the consumer
Community	<ul style="list-style-type: none"> • Maintain customer focus • Lead by example • Be responsible & accountable for their own actions • Stand up and take action • Escalate issues or behaviours of concern 	<ul style="list-style-type: none"> • Be hypocritical • Contribute to rumours • Discriminate against others • Think they’re better than others • Be passive
Open	<ul style="list-style-type: none"> • Demonstrate consistency • Treat people equally • Be considerate & understanding • Be collaborative and collegiate • Deal with issues 	<ul style="list-style-type: none"> • Demonstrate favouritism & exclusion • Withhold information • Ignore issues
Respect	<ul style="list-style-type: none"> • Maintain confidentiality & privacy • Be punctual • Listen to others & accept differences • Respond courteously • Greet all people by saying hello, smiling and introducing themselves • Be culturally informed and sensitive • Respect diverse opinions 	<ul style="list-style-type: none"> • Be arrogant • Be disrespectful • Display rudeness • Bully, harass or display aggression • Allow unacceptable behaviour
Excellence	<ul style="list-style-type: none"> • Expect and deliver excellence • Persevere to do the best job they can • Strive continuously to improve • Be professional & enthusiastic • Have the courage to question what we do 	<ul style="list-style-type: none"> • Give up • Accept mediocrity • Leave an untidy workplace

Staff at EWHS must also comply with both the Industry and organisational Code of Conduct

RISK ASSESSMENT / JOB ANALYSIS

East Wimmera Health Service provides a safe working environment for staff as part of the process Risk Assessments have been carried out and this position could include some or all of the following.

(Please mark (eg X or ✓) to those that apply to this position)

Aspects of Normal Workplace	Frequency			
<u>Work Environment</u>	Occasionally	Regularly	Continual	NA
• Work with the possibility of extended hours	✓			
• Work in locations geographically separated from main facility	✓			
• Working off site which may include clients homes				✓
• Clinical areas			✓	
• Travelling or Driving in cars on a regular basis	✓			
<u>Work Activity</u>				
• Manage demanding and changing workloads and competing priorities		✓		
• Undertake administrative tasks including intensive computer keyboarding work, filing, writing, concentrating for long periods of time		✓		
• Sitting at the computer for extended periods of time	✓			
• Sitting in meetings for extended periods of time	✓			
• Use of technology including photocopiers, telephones		✓		
• Undertake manual handling of equipment		✓		
• Patient Handling (<i>No Lift Program operates throughout EWHS</i>)		✓		
• Exposure to Substances (<i>Protective equipment & procedures in place to prevent contact</i>)		✓		
<u>Work relationships</u>				
• Work in a team environment and at times independently			✓	
• Interaction with staff from other disciplines and departments		✓		
• Interacts with: <ul style="list-style-type: none"> ○ colleagues and other hospital staff ○ members of the public ○ Patients and relatives 			✓ ✓ ✓	



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I acknowledge:

- That I have read and fully understand the Position Description and the position's Job Analysis.
- I agree that I have the physical ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities and duties.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That EWHS may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the employment agreement that I will sign, outlining the terms and conditions of my employment.

Name (please print) _____

Signature _____

Date _____

Document Control	
Executive Sponsor: Director of Clinical Services	
Manager Responsible: Nurse Unit Manage or Nurse in Charge.	
Author(s): Director of Clinical Services	
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