

# Position Description

Position Title	Health Care Worker
Position Number	30025938
Division	Community and Public Health Services
Department	Gibson Street Group
Enterprise Agreement	VPHS (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Classification Description	HEALTH CARE WKR Grade 1 to Grade 2
Classification Code	IN37
Reports to	Enrolled Nurse
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>

## Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

## Our Vision

Excellent Care. Every Person. Every Time.

## Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

## The Community and Public Health Services Division

The Community and Public Health Services Division has a primary focus on improving the health outcomes of the communities in our region. With a range of local and regional programs supporting place-based health promotion, prevention, care and support, they work collaboratively with other Divisions and regional partnerships and networks to support quality outcomes. The Division has a strong leadership role in the Loddon Mallee Region and is committed to ensuring processes are in place to deliver on our vision.

The Division provides support for the Public Health Unit, Community Services, Aged Care Residential Services (200+ residents), Infection Prevention & Control and Public Private Partnership (PPP). It has key roles in public health, inclusive of health promotion and prevention, Aboriginal Services, vaccination/testing clinics, infection control practices, Bendigo Hospital maintenance, carer support and community nursing.

In addition, the Community and Public Health Services Division holds the professional portfolio of Chief Nursing and Midwifery Officer. Nurses are the largest work group within Bendigo Health and the position is focused on supporting our nursing workforce to feel valued and empowered.

## The Residential Services Team

Residential Services provides accommodation for 265 older residents of Bendigo and surrounding areas who require low and high level care. Our facilities are spread over multiple campuses.

- Gibson Street Complex is located at 26 Gibson Street, Bendigo. It includes
  - Joan Pinder Nursing Home with 60 beds
  - Stella Anderson Nursing Home with 60 beds
- Simpkin House, is located at 6 Gibson Street, and consists of a 10 bed memory support unit and 30 psycho-geriatric beds.
- Golden Oaks Complex is located in Stoneham Street, Golden Square. It includes:
  - Golden Oaks Nursing Home with 60 beds
  - Carshalton House with 45 beds.

Residential services provide high quality of care in all our residential care facilities. We achieved perfect scores in the last Aged Care Accreditation round. Our homes accommodate and care for some of the most vulnerable older people in our community. We strive for service excellence through innovation and constantly monitoring our care standards and seeking to do things better.

## The Position

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

- To provide quality care and support for residents with activities of daily living within the Australian Aged Care Accreditation Quality Standards
- To promote a home like environment with resident's choice and independence encouraged on the night shift.

# Responsibilities and Accountabilities

## Key Responsibilities

### 1. Specific responsibilities:

- To provide safe resident centred care, including assessment, intervention, individualised care planning, evaluation of residents with supporting documentation
- Undertake the full range of resident's personal care requirements, whilst respecting each individual's privacy and right to self determination
- To monitor the impact of personal care and maintain ongoing communication with the Enrolled Nurse, Nurse Unit Manager, Associate Nurse Manager, Registered Nurse (or senior person in charge) regarding the health and functional status of individuals
- Implement and comply with Bendigo Health Policies and Procedures
- Ensure compliance with cleaning protocols are adhered to
- Ensure compliance with Food Safety Program Guidelines
- Undertake the full range of food and domestic activities including, but not limited to the serving and delivering of meals and drinks to the residents as directed
- Participate and commit to Quality Programs and ongoing improvement activities using Commonwealth Aged Care Accreditation Guidelines
- Provide a safe environment for residents, staff, family and visitors to the home
- Report any maintenance requirements of the home
- Maintain accurate records, statistics and reports as needed

### 2. Organisational responsibilities:

- Ensure compliance with BH risk management policy and guidelines.
- To promote the Bendigo Health within, and external to the organisation.
- To communicate effectively within and external to Bendigo Health.
- To promote practices, which comply with the policies and procedures of BH and actively participate in the maintenance of relevant policies and procedures to ensure best practice.
- To participate in service development as required.
- To participate in team/departmental meetings and other organisational meetings as required
- To participate in staff development and training as required (including annual mandatory training in fire/emergency, 'no lift', cardio-pulmonary resuscitation & infection control), and maintain a personal record of activities completed.
- To contribute to the collection of relevant clinical data

### 3. Residential services specific activities

- To maintain a practical working knowledge of Aged Care legislation inclusive of the Aged Care Quality Standards
- You are required to notify your employer and document all reportable incidents (serious incidents) of alleged or suspected to have occurred to a residential care recipient (consumer), in connection with the provision of residential care, or flexible care provided in a residential setting: unreasonable use of force against a consumer including (• unlawful sexual contact, or inappropriate sexual conduct, inflicted on a consumer • psychological or emotional abuse of a consumer • unexpected death of a consumer • stealing from, or financial coercion of, a consumer by a staff member of the provider • neglect of a consumer • use of physical or

chemical restraint of a consumer (other than in the circumstances set out in the Quality of Care • Principles) • unexplained absence of a consumer from the service) so that the appropriate response can be undertaken to ensure the health, safety and wellbeing of residents, and to meet record keeping responsibilities under the Act.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

## Generic Responsibilities

**Code of Conduct** - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

**Compliance with policies and procedures** - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

**Occupational Health and Safety** - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

**Infection Control** - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

**Confidentiality** - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

**Quality Improvement** - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

**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 socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

## Key Selection Criteria

1. Certificate in Food Handler's Hygiene or equivalent
2. Personal care Community Care Certificate 3 (or equivalent)
3. HLTHPS006 Assisting Clients with Medication unit or equivalent
4. Sound appreciation of key concepts of Food Safety, occupational health & Safety, Infection Control and Quality Assurance Principles
5. Demonstrated high level skills and experience in key concepts of Residential Services
6. Proven ability to meet deadlines, goals and objectives
7. A willingness and ability to learn
8. Demonstrated highly developed interpersonal and communication skills
9. Ability to work as part of a team as well as independently
10. Flexibility to operate in an environment of change and continuous improvement

## Mandatory Requirements

**National Police Record Check** A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

**Immunisation** As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

**National Disability Insurance Scheme (NDIS) Check** Where applicable, completion of a clear National Disability Insurance Scheme (NDIS) Check must be undertaken for all positions providing services under the NDIS. A NDIS check is required to be completed prior to commencement at Bendigo Health where the position involves working within a Disability Service or providing service under the NDIS.

*All Bendigo Health sites, workplaces and vehicles are smoke free.*

*This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.*