

POSITION DESCRIPTION

Position:	Handyperson Advance (Qualified)
Department:	Home Based Services
Reports to:	Home Based Services Manager, Facilities Manager
Award:	<i>Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025</i>
Position Tenure:	As Contracted
Time Fraction:	As Contracted

The Organisation

Omeo District Health (ODH) is a Small Rural Health Service that provides a wide range of health and support services to our local communities including Urgent care, Acute care, Transition care, Aged care, Primary care via our GP Clinic and a broad range of community and home-based service

ODH is located in the East Gippsland High Country (Omeo & District) and is the gateway to the spectacular Alpine region of Victoria. Surrounding Omeo is an abundance of national parks, Victoria's highest mountains, lakes, rivers and vineyards.

Consistent with our mission, we aim to promote and enhance the health and wellbeing of the people of the East Gippsland High Country. We do so by:

- Reaching out to our local rural community in the planning and delivering of our services
- Building a highly engaged and skilled team of health care professionals and volunteers with a commitment to creating a culture of achievement and service excellence
- Developing sustainable health care service models and ensuring that we comply with our legislative, ethical and statutory obligations and
Investing in strategic partnerships and alliances that help achieve better service outcomes.

Our values drive our everyday work demonstrating our commitment and care for our community and staff.

Department

Omeo District Health is now a Home Care Package Provider and with our growing client base we are looking to expand our Home Care Team. Becoming a Home Care Package Provider means Omeo District health can provide a wholly localised service, guiding and supporting our local consumers throughout their Health care journey. A Home Care Package is a coordinated package of care and services to help you live independently in your own home for as long as you can. Home Care Packages are one of the ways older Australians with more complex needs can access affordable care services to get some help at home. Home Based Care is important in providing health and support services, enabling post hospital care in the home environment, and the best possible quality of life in the home for disabled and frail aged community members. It is recognised that many people are happier and complete their recovery more quickly when in their own home environment.

Role

Position Summary

The position provides off site maintenance and gardening services for the Home Care Package Program.

Home maintenance to maintain the home and garden in a condition of functional safety and provide an adequate level of security, such as cleaning gutters. Assisting with Wood chopping, splitting and stacking. As well as Modifications to the home, such as easy access taps, shower hose or bath rails.

This position also works in collaboration with Handyman Unqualified team members, in order to maintain all areas within Omeo District Health (ODH) with regard to Plant and Machinery, Furniture and Fittings, Buildings, Medical and Biomedical Equipment, Food & Domestic Services Equipment, Fire Safety, Fleet Vehicles and Grounds.

The Handyman Qualified is accountable for implementing internal controls to prevent and detect fraud control for the business area.

Key Responsibilities and Duties

The Handyman Qualified should be self-motivated and have the ability to gain the acceptance of a wide range of people. The role requires a responsible person with a professional attitude, high level of motivation, flexibility and willingness to provide excellent service with minimal supervision.

- Work with Handyman Unqualified team members on occasion.
- Work off site at consumer's home independently
- Create and upkeep maintenance reports and records as required.
- Provides off site maintenance support to all Home Care Package Clients
- Provides off site maintenance support to the Home and Community Care program as per the HACC schedule.
- Attend to urgent repairs as directed or identified.

Organisational Keys

Customer Service

- Deliver services that reflect the Organisation's mission statement and values with a strong focus and commitment to Customer Service.

Privacy, Dignity & Confidentiality

- Recognise and respect each Resident's/Patient's/Client's right to privacy, dignity and confidentiality.
- Demonstrate a commitment to and understanding of the Information Privacy Principles concerned with empowering individuals to manage, as far as practicable, the collection, use and dissemination of personal information about themselves.

Team Contribution

- Demonstrate commitment to co-operation and a team approach, while exhibiting a positive, strong personal contribution to maximising the performance outcomes of the relevant program / area and ODH as an organisation.

Legislation, Regulations and Standards

- Comply with the requirements and compliance responsibilities of relevant legislation, regulations and standards where they directly impact on the service activity and delivery of care.

Occupational Health and Safety

- Ensures that work practices are carried out in accordance to the Occupational Health & Safety policies of the organisation.
- Promotes a safe working environment by identifying and reporting hazards.

Infection Control

- All employees must have knowledge of Infection Control policies, located on Prompt. Employees will assess the risk of any potential infectious incident and utilise the appropriate action as outlined in ODH policies.
- Infection Prevention is the responsibility of all health care workers and is an essential part of quality health care. Hand Hygiene is the single most important factor in reducing the risk of spreading infection.

Quality and Safety

- Demonstrate a commitment to the delivery of safe and high-quality services.
- Demonstrate a focus on partnering with consumers in the planning, delivery and evaluation of services and care, by actively seeking feedback and engaging consumers in their care planning as appropriate to employee role.
- Ensure all activities are in accordance with the following standards as applicable to the employee's work area:
 - National Safety and Quality Health Service Standards (organisation wide);
 - Aged Care Standards (Lewington House);
 - Department of Human Services Standards (Disability Support);
 - Royal Australian College of General Practitioners Standards (Medical Centre).
- Actively participate in the Omeo District Health quality improvement program and accreditation processes against the above standards, as appropriate to employee role.
- Be confidently able to complete an incident report and submit a quality activity in Riskman.
- Be able to identify risks and follow the Omeo District Health Risk Management Policy and procedure.
- Have, or participate in, processes to monitor and evaluate the performance of the services provided by the work area.

Professional Development

- Participates in annual performance review and development program.
- Maintain knowledge required for the performance of the position.
- Attend ODH Mandatory Education Training annually.

Health Literacy

- ODH is committed to the principals of Health Literacy and requires staff to adopt a range of health literacy strategies into their work practices.

Key Selection Criteria

Omeo District Health is an equal opportunity employer. ODH has adopted a common set of values across the organisation and developed associated behaviours around these values. Selection will be based on assessing demonstrated performance of the skills, knowledge, behaviours and other personal qualifications relevant to the role.

Essential

- Previous experience in building / carpentry / plumbing / electrics.
- Qualifications in building / carpentry / plumbing / electrics.
- Demonstrated ability to supervise staff, create and maintain rosters.
- Well-developed inter-personal skills to facilitate teamwork and a positive culture within the organisation.
- Competent administrative ability
- Demonstrated skills in working to tight timelines and working under pressure in a rapidly changing environment.
- Ability to communicate effectively with all consumers, patients and staff.
- Ability to prioritise tasks and work efficiently within the daily work plan.
- Physical ability to undertake manual handling duties.
- Demonstrated ability to work well within a team environment.
- Experience working in the health or residential care fields.
- Ability to work independently and initiate and work in a creative and flexible manner.
- Demonstrated ability to work with confidential and sensitive information.
- Ability to work in a multidisciplinary team in an organisational environment of rapid change.
- Experience and commitment to quality improvement.
- Understanding of the role of policies and procedures within an organisation.
- Current National Police Check.
- Valid Victorian driver licence.

Desirable

- Previous experience in the provision of maintenance services to a multi-service organisation.
- Previous experience in outdoor garden maintenance
- Operate and Maintain Chainsaw Course Certificate
- IT knowledge (Microsoft Applications).

Risk Assessment / Job Analysis

Under Occupational Health and Safety, potential risks associated with this position are detailed below. Employee familiarity and compliance with emergency procedure codes apply to all areas of the organisation.

Aspects of Normal Workplace	Frequency
<u>Work Environment</u> <ul style="list-style-type: none"> • Manage demanding and changing workloads and competing priorities. • Work a flexible roster spanning all shifts with the possibility of extended hours. • Sitting at the computer or in meetings for extended periods of time. • Work in a team environment and at times independently. • Work in locations geographically separated from the main facility. • Exposure to Substances. Hazardous substances are part of the hospital workplace (e.g. blood). Protective equipment and procedures are in place to prevent contact. 	Continual Continual Occasionally Continual Occasionally
<u>Work Activity</u> <ul style="list-style-type: none"> • Undertake administrative tasks including intensive computer / keyboard work, filing, writing, participating in meetings, concentrating for long periods of time (regular, daily basis) • Use of technology including photocopiers, telephones including mobiles, fax, overhead projectors, televisions, video, electronic white boards, drill presses and guillotines. • Undertake manual handling of equipment (e.g., lifting, pulling, pushing, transferring, twisting) on a daily basis. • Participation in hazard identification and improvement strategies. 	Occasionally Occasionally Continual Continual
<u>Work relationships</u> <ul style="list-style-type: none"> • Work within a team environment • Professional interaction with General Practitioner, Medical Nursing, Medical Students and Administration Staff • Interact with colleagues and other hospital staff • Interact with members of the public • Interact with patients and relatives 	Continual Continual Continual Continual Continual

Performance Review:

Six months after commencement of employment, then annually thereafter.

I,

Agree to undertake the duties as specified in the position description, and accept the appointment in accordance with the responsibilities stated above. My signature acknowledges confirmation of the terms and conditions offered.

As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organization's policies and procedures.

Signature: _____ Date:/...../.....