

POSITION DESCRIPTION

Position:	Health Care Worker
Department:	Home Based Services
Reports to:	Manager Home Based Services
Time Fraction:	As Contracted
Award:	<i>Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025</i>
Classification	<i>Grade 1 – 3 (depending on qualifications and experience)</i>

The Organisation

Omeo District Health (ODH) is a Small Rural Health Service that provides a range of health and support services to the local communities including Urgent, Acute, Transitional, Residential Aged, Primary care and Home-based care.

ODH is located in the East Gippsland High Country (Omeo & District) – a gateway to the spectacular Alpine region of Victoria, a lifestyle destination with plenty of opportunities for many outdoor pursuits.

Consistent with its mission, ODH 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.

ODH is an equal opportunity employer and has adopted a common set of values and code of conduct that drive our everyday work:

W Wellbeing
E Empathy

C Creativity
A Accountability R

Resourcefulness E
Excellence

Our people are at the heart of our organisation - no matter the role. Every day our people make a difference to the lives of our consumers and their families, demonstrating our commitment and care for our community and staff.

Department

Home Based services department is responsible for assisting older people, people with disabilities and their carers to remain living independently at home. Some of these services include domestic assistance, personal care, respite care, community transport, home maintenance, meals on wheels.

These services are provided in a flexible, coordinated and timely manner, across the diverse rural and remote communities of the Omeo region. The program is funded from a variety of sources including Commonwealth and State government and Not for Profit organisations.

Role

Position Summary

The Health Care Worker provides personal and developmental care to clients/patients/residents. Responsibilities may include personal hygiene; lifting, positioning and transportation; cleaning and housekeeping; support with meals and other health and wellness related activities.

The Health Care Worker will have knowledge of the needs of the frail, aged and disabled people and demonstrate a commitment to best practice ensuring services are provided in a caring, respectful and dignified way.

Key Responsibilities

Service delivery

- Provide consumer centred, individualised and personalised care support
- Empower clients to do as much for themselves as possible by following the principles of the Wellness and Reablement plans.
- Work with clients to maintain a clean and hygienic environment by supporting or providing general cleaning and housekeeping (e.g. washing, changing linen, ironing, vacuuming etc)
- Work with clients to manage personal tasks such as getting dressed or assisting with activities of daily lifting, stay active/fitness programs, etc. Where necessary provide lifting/positioning and transport services to appointments and activities
- Work beside the client to prepare meals, or provide delivered meals if needed.
- Work with client by assisting with shopping/errands (such as bill payment etc) and connect clients with interest groups or social groups.
- Support the Carers by providing respite care. Assistance may include; companion sitting, attending activities with the individual, provide assistance with skills development and capacity building.

Customer focus

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

Privacy, Dignity & Confidentiality

- Recognise and respect each Resident'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.
- Actively participate in the Omeo District Health quality improvement program and accreditation processes against the above standards, as appropriate to employee role.
- Be able to complete an incident report and submit a quality activity in Riskman.
- Be able to follow the Omeo District Health Risk Management Policy and procedure.

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.

Key Selection Criteria

Selection will be based on assessing demonstrated performance of the skills, knowledge, behaviours and other personal qualifications relevant to the role.

1 Service delivery

- Demonstrated skills and/or experience in providing personalised care to clients/patients/residents
- Demonstrated skills to provide cleaning, housekeeping and other associated tasks
- Experienced in driving to / from appointments

2 Communication

- Positive communication skills supporting effective interaction with clients, their family/carer, other health agencies, professionals and customers and the wider community

- Demonstrated ability to work with confidential and sensitive information and issues concerning confidentiality
- Ability to complete all documentation and communicate relevant information to service delivery team
- Ensure optimal sharing and handover of information to support business continuity and positive client outcomes

3 Teamwork

- Demonstrate commitment to co-operation and a team approach and exhibiting a positive personal contribution to the practice and ODH culture
- Demonstrated experience and the ability to work efficiently with a wide range of individuals to provide executive support and promote efficient and effective service provision.
- Ability to work flexibility and with minimal supervision

4 Continuous improvement

- Demonstrate a commitment to the delivery of safe and high-quality services.
- Demonstrate expertise or understanding of how to incorporate continuous quality improvement in role delivery
- Be able to identify risks, mitigate and escalate risks

Essential

- Safe Food Handling certificate
- First Aid certificate
- Valid Victorian Driver licence.
- Current NDIS Worker Screening Check.

Desirable

- Certificate III in Individual Support, Aged Care or equivalent; or
- Holds a Certificate IV in Ageing Support or equivalent.
- Experience in providing care services to frail aged or disabled people (e.g. dementia care, use of lifting equipment, etc)

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 fixed roster 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. 	Continual Continual Occasionally Continual Continual
<u>Work Activity</u> <ul style="list-style-type: none"> • Undertake administrative tasks including intensive computer work, filing, writing, participating in meetings, concentrating for long periods of time • Use of technology including photocopiers, telephones, video equipment, white boards, laminating machines, etc. • Undertake manual handling activities (e.g., sit/stand, lifting, pulling, pushing, transferring, twisting) on a daily basis. 	Occasionally Occasionally Continual
<u>Work relationships</u> <ul style="list-style-type: none"> • Work within a team environment • Professional interaction with medical nursing and admin staff • Interact with staff from other hospitals/organisations • Interact with members of the public • Interact with patients and relatives 	Continual Continual Rarely Regularly 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:/...../.....