

Position Description

Position:	Health Care Worker
Department:	Home Based Services
Location:	12 Easton Street Omeo, Victoria
Reports to:	Manager Home Based Services
Classification:	Grade 1 – 3 (depending on qualifications and experience)
Enterprise Agreement:	Victorian Public Health Sector (Health and Allied Services, Manager & Administrative Workers) Single Interest Agreement 2025 - 2027
Employment Type:	As Contracted

The Organisation

Omeo District Health (ODH) is a Small Rural Health Service that provides a broad range of health and support services to our local communities. These include urgent care, acute care, transition care, residential aged care, primary care, home-based care and community-based/district nursing.

Located in the East Gippsland High Country, ODH serves the Omeo and District region as the gateway to Victoria's spectacular Alpine region. The area is surrounded by national parks, mountains, rivers, and lakes, offering year-round outdoor recreation. Omeo is home to the newly opened Omeo Mountain Bike Park and is situated just 55 kilometres from Hotham Alpine Resort.

Consistent with our purpose, 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.
- 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:

- C** Compassion
- A** Accountability
- R** Respect
- E** Excellence

Our people are at the heart of our organisation regardless of role. Every day, they make a meaningful difference in the lives of our consumers and their families, reflecting our deep commitment to care and community.

Omeo District Health believes that diversity, equity, and inclusion (DEI) are essential to building a thriving workplace and a stronger, more connected community. We are committed to fostering a

culture where everyone regardless of background, identity, or experience is valued, respected and empowered to contribute their best.

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.

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 Wellness and Reablement plans.
- Work beside the client to prepare meals, or provide delivered meals if needed.
- Work with clients by assisting with shopping/errands (such as bill payment etc) and connect clients with interest groups or social groups.
- 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).

Grade 2-3 Qualification includes

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

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.

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.
- Experience in driving to/from appointments.

Communication

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

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 flexible and with minimal supervision.

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 Drivers Licence
- Current NDIS Worker Screening Check

Essential Grade 2-3 Qualification

- Certificate III in Individual Support, Aged Care or equivalent; or
- Holds a Certificate IV in Ageing Supporting equivalent.

Desirable

- Experience in providing care services to frail aged or disabled people (e.g. dementia care, use of lifting equipment, etc)

Job Analysis: Identification and Physical and Psychosocial Hazards

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.

Physical Hazards Analysis

Hazard Type	Examples in Role	Potential Risks	Control Measures
Manual Handling	Lifting, pulling, pushing, transferring and twisting	Strain / injury	Manual handling training, safe lifting practices
Infection Exposure	Contact with unwell clients	Illness transmission	Infection control procedures, PPE where required, hand hygiene

Hazard Type	Examples in Role	Potential Risks	Control Measures
Fatigue	Working extended hours	Impaired judgement	Fatigue management, taking regular breaks
Repetitive Movements	Phone use, photocopying (occasional)	RSI (Repetitive Strain Injury)	Taking regular breaks, task rotation, ergonomic equipment
Uncontrolled work environment	Working off site (away from ODH main site)	Communication delays, trip hazards, no phone reception	Prior risk assessment, satellite phones (if possible)

Psychosocial Hazards Analysis

Hazard Type	Examples in Role	Potential Risks	Control Measures
High workload	High number of clients	Stress, fatigue	Team support, work prioritisation
Difficult clients / interactions	Working with distressed or unwell clients	Emotional strain	Conflict resolution training, working in pairs (if necessary), escalation procedures
Client expectations	High expectation of work	Pressure	Communication, realistic workload
Role clarity	Task guidelines, overlapping responsibilities	Unclear job expectations, confusion between staff	Clear position descriptions, proper handover and onboarding procedures

Performance Evaluation and Review

Performance will be reviewed following completion of the probationary period and thereafter through the annual performance development review process, with assessment against agreed key performance indicators and organisational values.

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 organisation's policies and procedures.

Signature: _____

Date:/...../.....