

# Position Description

<b>POSITION:</b>	Health Care Worker
<b>REPORTS TO:</b>	Direct: Nurse Unit Manager Indirect: Operations Manager – Maryborough Indirect: Director of Clinical Services
<b>CLASSIFICATION:</b>	Health Care Worker
<b>AWARD:</b>	<i>Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016 – 2020 and subsequent agreements</i>

## Maryborough District Health Service

Maryborough District Health Service (MDHS) has been operating in Maryborough for more than 160 years and has a proud history of providing high quality services to the local community.






The main campus is located in Maryborough with other services delivered from the Avoca and Dunolly campuses

MDHS employs over 450 staff and is one of the largest employers in the region.

MDHS serves the Local Government Areas of Central Goldfields and Pyrenees Shires and provides a comprehensive range of services to a population of around 15,000 people.

<b>Clinical Services</b>	<b>Acute – Medical/Surgical</b> Amherst – 28 inpatient beds Dunolly – 2 inpatient beds	<b>Allied Health Support for Inpatient Care</b>	<b>Central Sterilising Department</b>
	<b>Dialysis</b> 6 chairs	<b>Drug &amp; Alcohol Detoxification</b>	<b>Maternity Services</b>
	<b>Palliative Care</b>	<b>Theatre – Same Day &amp; Overnight</b>	<b>Post-Acute Care</b>
	<b>Pre-Admission Clinic</b>	<b>Urgent Care Centre</b> 4 cubicles	<b>Medical Imaging</b>
<b>Aged Care</b>	<b>Residential</b> Wattlerise – 45 high care beds Avoca – 29 high and low care beds Dunolly – 19 high and low care beds	<b>Respite Care</b> Avoca – 1 respite bed	<b>Transition Care Program</b> Dunolly – 4 beds
<b>Community Services</b>	<b>District Nursing</b>	<b>Chronic Disease Management</b>	<b>Oral Health Services</b>
	<b>Housing</b>	<b>Occupational Therapy</b>	<b>Physiotherapy</b>
	<b>Speech Pathology</b>	<b>Dietetics</b>	<b>Community Health</b>
	<b>Health Promotion</b>	<b>Social Support</b>	<b>Alcohol &amp; Drug</b>
<b>Support Services</b>	<b>Administration</b>	<b>Building Services</b>	<b>Emergency Management</b>
	<b>Health Information</b>	<b>Hotel Services</b>	<b>Human Resources</b>
	<b>Quality &amp; Risk</b>	<b>Staff Education</b>	<b>Student Management</b>
	<b>Finance</b>	<b>Occupational Health &amp; Safety</b>	<b>Procurement &amp; Supply</b>

# Position Description

Our Vision	
Healthy Community – Inspiring Health	
Our Purpose	
Empowering Health	We will improve the current general health status of the population and support individuals to better manage their health
Strengthening Services	We will continue to deliver and improve the range of primary and secondary level health services expected of a rural health service
Developing People	We will invest in our people and foster a vibrant and positive work culture.
Working with Partners	We will work collaboratively with our partners and other service providers
Our Values	
 GENUINE	We are consistently honest, trustworthy and accountable
 RESPECT	We are fair, honest and caring to those we work with and meet
 EXCELLENCE	We reflect the highest standards of service and care
 ACCOUNTABILITY	We do what we say we are going to do; we support each other and hold each other to account.
 TOGETHERNESS	We share the same vision and work together to achieve our goals; we behave in a way that demonstrates our shared commitment to our values

The Position
<p>The Health Care Worker:</p> <ul style="list-style-type: none"> <li>Assists to ensure that the physical, emotional, cultural and social needs of the residents are met in a timely manner with a quality outcome</li> </ul>

# Position Description

- Participates in the provision of resident focused, holistic care under the supervision of the Registered Nurse, Enrolled Nurse or the Nurse Unit Manager
- Practices within the framework of formal education
- Contributes to quality healthcare through personal and professional development
- Performs as part of the care management team effectively and efficiently in line with MDHS goals and objectives.

## Specific Responsibilities

- The Health Care Worker will accept accountability and responsibility for their own actions within their scope of practice.

To competently perform in this position, the person should possess the knowledge, skills and experience based upon the following Key Result Areas and Performance Indicators:

Key Result Area 1	Performance Indicators
<p><b>Leadership and Professional Practice</b> Demonstrates practice within the Vision, Mission and Values of Maryborough District Health Service</p>	<ul style="list-style-type: none"> <li>• Function in accordance with legislation, conducting practice within a professional and ethical framework to deliver accountable care that protects the right of individuals and groups</li> <li>• Ensure all residents, clients, visitors and staff are treated with respect, dignity and courtesy in an environment that is free from harassment and discrimination</li> <li>• Collaborate with multidisciplinary team members to achieve desired health outcomes for residents</li> <li>• Ensure that optimal efficiency is achieved and quality of care is maintained</li> <li>• Demonstrate a commitment to organisational change</li> <li>• Assume accountability and responsibility for providing a high standard of direct resident care under the supervision of the Registered Nurse or Enrolled Nurse in accordance to care plans and residents needs</li> <li>• Accept accountability for own actions and seek guidance from the Registered Nurse Enrolled Nurse or Nurse Unit Manager when limited by own scope of practice</li> <li>• Practice within policy and procedural guidelines</li> <li>• Respond to clinical changes in the resident's condition and initiate consultation with relevant medical/nursing and multidisciplinary team as required</li> <li>• Accurately document patient care in accordance with health service guidelines Ensure incidents regarding care are accurately documented and investigated at the time of the incident and the Nurse Unit Manager or delegate is informed</li> </ul>
Key Result Area 2	Performance Indicators
<p><b>Human Resources Management</b> Demonstrates application of knowledge to support quality health care, a competent workforce and a satisfactory work environment for staff</p>	<ul style="list-style-type: none"> <li>• Support and maintain effective communication systems within the facility</li> <li>• Comply with health service policy regarding uniform and punctuality</li> <li>• Promote and support the mandatory competency framework for the Nursing Directorate and the facility ensuring compliance issues are addressed within an agreed timeframe</li> <li>• Demonstrate an ability to resolve conflict or refer issues to Nurse Unit Manager for consideration</li> <li>• Promote and maintain an environment of teamwork and professionalism</li> </ul>
Key Result Area 3	Performance Indicators

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<p><b>Business Management</b> Demonstrates leadership and application of knowledge to operate within the agreed nursing budget for the clinical unit and the organisation's Financial Management framework</p>	<ul style="list-style-type: none"> <li>• Demonstrate an awareness of the financial management framework and budgetary issues for the facility</li> <li>• Consider the costs and budget implications in relation to work practices and consumables related to resident care</li> </ul>
<p><b>Key Result Area 4</b></p>	<p><b>Performance Indicators</b></p>
<p><b>Clinical Governance</b> Demonstrates understanding, application of knowledge and implementation of the organisation's clinical governance framework to ensure the provision of high quality health care through continuous improvement</p>	<ul style="list-style-type: none"> <li>• Assist the team to monitor standards of professional practice and service delivery through Maryborough District Health Service Quality Framework to ensure all residents receive care that is appropriate for their condition and based on current best practice</li> <li>• Contribute to the implementation and achievement of activities identified in the facilities Continuous Improvement Plan</li> <li>• Identify areas where improvement can be made to the quality of resident care</li> <li>• Support and actively participate in quality improvement activities/portfolios</li> <li>• Comply with Maryborough District Health Service integrated Risk Management framework</li> <li>• Identify risk through incident reporting and analysis and record review</li> <li>• Assist the Nurse Unit Manager to objectively investigate complaints with point of service resolution and implementation of strategies to prevent reoccurrence</li> <li>• Comply with Maryborough District Health Service Governance Documentation framework</li> </ul>
<p><b>Key Result Area 5</b></p>	<p><b>Performance Indicators</b></p>
<p><b>Learning Organisation</b> Demonstrates commitment to personal and professional development of staff and ability to lead and develop a diverse clinical team and participate as an active member of a team</p>	<ul style="list-style-type: none"> <li>• Maintain and promote awareness of legal and ethical implications of practice</li> <li>• Maintain currency of knowledge and clinical expertise through attendance and participation in relevant courses, conferences, seminars and educational opportunities</li> <li>• Participate in the review of one's own professional development identifying key areas for professional and personal growth</li> </ul>
<p><b>Key Result Area 6</b></p>	<p><b>Performance Indicators</b></p>
<p><b>Information Management</b> Demonstrates knowledge and application of skills to ensure the organisation's information management goals are met</p>	<ul style="list-style-type: none"> <li>• Demonstrate ability to operate PC based software packages confidently at the level required to fulfill the role</li> <li>• Demonstrate an understanding of the organisation's Health Information Management system at the level required to fulfill the role</li> <li>• Maintain accurate and timely documentation</li> <li>• Demonstrate verbal and communication skills</li> <li>• Maintain accurate documentation of clinical and business management systems</li> </ul>

## Organisational Responsibilities

### Organisational Values

Each staff member must demonstrate and uphold the mission and values of MDHS. This includes accepting accountability and responsibility for their actions, demonstrating a commitment to ongoing education and professional development, and working within current scope of practice.

# Position Description

## **Equal Opportunity, Workplace Behaviours & Code of Conducts**

MDHS endorses the Victorian State Government Code of Conduct. Each staff member has the right to equal opportunity and a work environment free from any form of workplace harassment and bullying. Each staff member must adhere to MDHS Policies in this regard and participate in education and training.

Each staff member must demonstrate an understanding of appropriate behaviours when engaging with children, according to MDHS' Child Safety Policy and Child Safety Code of Conduct.

Employment with MDHS is subject to the operation of the Disability Worker Exclusion Scheme maintained by the Department of Health and Human Services (DHHS), as amended from time to time (refer Appendix 1).

## **Quality Improvement**

Each staff member is required to participate in MDHS' Quality Improvement programs to encourage excellence of care and ensure effective and safe use of resources.

This includes participation in appropriate staff development, training and education as required by MDHS and sharing knowledge with other staff members.

## **Risk Management**

Each staff member has a duty to take a proactive role in contributing to the identification, management and reporting of risks, including near misses and hazards. Staff members who identify a risk are required to take first line action to minimise the risk and to then report it to their direct line manager for further management. All staff members are required to report any incidents that occur during the course of their duties.

## **Occupational Health & Safety**

Each staff member has the right to a safe working environment and should advise their direct line manager of any risk or condition likely to result in accident or injury. Each staff member has the responsibility to take reasonable care of their own health and safety, to co-operate with OH&S policies, and to participate in appropriate safety education and evaluation activities.

## **Infection Control**

Each staff member is responsible for minimising the risk of patients, residents, clients, visitors and other staff members acquiring or being exposed to infections arising from activities within the health care environment. Staff members are to support risk management strategies by adhering to the Infection Control Policy Manual Guidelines.

## **Confidentiality**

Each staff member must comply with the principles of confidentiality relating to patients, residents, clients and other staff members.

Failure to observe this requirement may be regarded as misconduct warranting termination and incur liability to penalty pursuant to Section 141 of the Health Services Act, 1988.

## **Pre-Employment Security Screening**

All new staff members are required to undergo a criminal history check prior to commencement and then again every three years.

A valid Employee Working With Children Check is also required for all positions.

## **No-Smoking Policy**



# Position Description

To ensure a healthy and safe work environment for our staff, volunteers, patients, residents, clients and visitors, smoking is not permitted on hospital grounds, in buildings and offices or in any vehicle.

## Key Selection Criteria

### Qualifications / Experience

1. Certificate III or IV in Aged, Community or Disability Care or undertaking an approved higher level of study eg Diploma of Nursing.

### Specialist Expertise

2. Demonstrate the ability to undertake appropriate care that meets the individual needs of the resident and relatives.
3. Demonstrate an ability to develop and review Resident Care Plans.
4. Highly developed interpersonal skills, with the ability to communicate effectively with residents, families, carers, staff and others.
5. Well-developed written skills.
6. Demonstrated evidence of commitment to ongoing education and professional development to ensure working within current scope of practice.

## Additional Information

- All MDHS staff are required to carry out lawful directions as outlined above or delegated to them. The work to be performed – and where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association – is set out in this position description.
- 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.
- This Position Description may be amended and activities added or removed as the need arises. Any such amendments will be made in consultation with the relevant staff member/s.
- A Performance Review will be conducted at 30-days, three months and six months and then annually. The purpose of performance reviews is to facilitate communication between a staff member and their direct line manager to discuss and review tasks, goals, expectations and progress.
- All staff members are required to participate in mandatory corporate training.

## Acceptance

I understand, agree to and accept the role as outlined in this position description.

Staff Member's Name (please print)

Staff Member's Signature

Date

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## Appendix 1

Employment with MDHS is subject to the operation of the Disability Worker Exclusion Scheme maintained by the Department of Health and Human Services (DHHS), as amended from time to time.

This means that you consent to MDHS and DHHS collecting sensitive personal information, including details about your criminal, employment and engagement history, for the purposes of compiling the Disability Worker Exclusion List (the List).

Your conduct in relation to your engagement with MDHS, and your conduct outside of your engagement with MDHS, could result in you being placed on the List and could jeopardise your ability to be engaged by a disability service provider.

As defined in the Disability Act (Vic),

- A Disability Worker is a person engaged by a disability service provider who:
  - provides, or supervises or manages a person who provides direct support to a person with a disability, and
  - has direct contact or access to a person with a disability
- Excluded Work is work performed at a disability service:
  - as a Disability Worker, or
  - that involves regular direct contact with or access to a person with a disability.

If you are placed on the List or a Notification is made about you (that is, a disability service provider has notified DHHS that you have engaged in conduct which may fall within the List criteria), you agree that DHHS may inform any other disability service provider or authorised labour hire agency that is currently engaging you, that you are on the List or that you are the subject of a Notification.

Accordingly, you must inform MDHS of the name and address of any other organisation you are engaged in or intend to become engaged by.