

# POSITION DESCRIPTION

|                              |  |  |               |
|------------------------------|--|--|---------------|
| <b>Position:</b>             | <b>Health Care Worker</b>  |  |               |
| <b>Division:</b>             | Community Wellbeing and Partnerships   | <b>Level of Authority:</b><br>(as per BRHS Instrument of Delegation) | General Staff |
| <b>Department/Unit:</b>      | Maddocks Gardens   |  |               |
| <b>Reports To:</b>           | Clinical Care Coordinator/Aged Care Manager  |  |               |
| <b>Direct Reports:</b>       | Nil  |  |               |
| <b>Enterprise Agreement:</b> | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025<br><i>and subsequent agreements as may be approved in accordance with Fair Work legislation during the course of employment.</i> |  |               |
| <b>Salary Range:</b>         | Grade 1-3 dependant on qualifications and experience.<br>\$55,109 - \$62,712 per annum (pro rata if part time), plus superannuation in accordance with statutory regulations and extensive salary packaging options.   |  |               |

## BAIRNSDALE REGIONAL HEALTH SERVICE

Bairnsdale Regional Health Service (BRHS) is a multifaceted and growing regional health system providing a comprehensive array of health care services to the East Gippsland community. BRHS is driven by our mission to provide quality health and well-being services that deliver the best possible health outcomes to our community.

Three campuses in Bairnsdale provide opportunity for staff and students across a wide range of professional specialties including emergency, acute, sub-acute, maternity, residential aged care, allied health, community health, oral health, information technology, administration, finance and extensive support services. As the region's largest employer, BRHS is a magnet that attracts talented professionals to the region, and maintains a strong commitment to developing key strategic partnerships to enhance healthcare services in the region strengthening our community.

We maintain a strong commitment to understand the health service needs of the local population. Our fundamental commitment to partnering with our consumers through ongoing collaboration supports our delivery of great consumer experience and health outcomes.

BRHS is located on the lands of the Gunaikurnai people. Find out more about BRHS [here](#)

## DEPARTMENT

Maddocks Gardens is a purpose built 90 bed complex combining high, low and respite care residential services. The facility includes Bluegum, a 30 bed mixed high/low care unit, Banksia, a 28 bed low care unit and Sutherland Lodge, a 32 bed dementia specific unit.

Our aim is to allow residents to reside in a friendly and relaxed environment promoting independence and quality of life. Maddocks Gardens caters to residents with dementia, the frail aged with complex needs, and a multicultural population. Low and High Care Residential Respite is an integral part of the service provision.

The multidisciplinary teams include Registered and Enrolled nurses, Health Care Workers, Diversional Therapists and activities staff. All staff work collaboratively with GP's and Allied Health Professionals to provide residents with holistic, contemporary, best practice care.

## POSITION OBJECTIVE

To provide exceptional care of frail, elderly residents of Maddocks Gardens and to achieve the organisations vision, objectives, and principles through the planning and delivery of care that reflects Commonwealth Department of Health and Family Care Standards for Residential Aged Care Services. The position will work as part of a multidisciplinary team of health care professionals and volunteers and document all care in a manner that enables the facility to demonstrate its ability to meet client needs.

## ORGANISATIONAL INFORMATION

### Our mission:

To provide quality health and well-being services that deliver the best possible health outcomes to our community.

### Our purpose:

To improve the lives of our patients, their families and our community.

### Our principles of care

We are committed to providing the highest level of treatment to the people of East Gippsland, delivered with care and compassion for every individual, every time.

#### 1. Quality

A quality service achieves positive outcomes. We are committed to finding the best possible solutions for our community's health challenges.

#### 2. Integrity

We consistently adhere to principles of professionalism and follow through on our promises with care and accuracy. We can be relied upon and trusted.

#### 3. Communication

We listen. Effective communication will help to ensure the best level of care is provided to patients, and clinical outcomes are optimised.

#### 4. Kindness

Our people are our community; patients, carers, staff and volunteers. They are the heartbeat of our service. We treat each other with respect, empathy and compassion.

### Our focus 2022-2026

1. Excellence in the care we provide
2. Investing in our people
3. Future proofing our resources
4. Collaboration for value generation

## RESPONSIBILITIES & ACCOUNTABILITIES

### Primary Responsibilities

- Actively participate in the planning and delivery of resident care, meeting all hygiene and grooming needs whilst encouraging residents to be actively involved in their care.
- Assist with the delivery of meals and provision of dietary requirements, ensuring adequate nutrition and hydration of residents.
- Actively participate in the provision of daily living activities which stimulate and enhance resident self-esteem.
- Perform procedures and treatments as directed by members of the Health and Allied team in a timely manner.
- Report any concerns or changes in a resident's condition that deviates from their normal health status.
- Ensure delivery of care as per regulatory framework and professional standards.
- Advocate for the rights and needs of the elderly to receive the best possible standard of aged care.
- Ensure all documentation of resident care is completed to meet Aged Care Standards and ACFI requirements.
- Demonstrate a high level of confidentiality and professionalism at all times.
- Undertake other duties as required by the Manager/Team Leader that are within the scope and skill consistent with the position.

### Strategic Imperatives

- Demonstrate an awareness and understanding of BRHS' strategic plan and contribute to the team's work plan to achieve organisational goals.
- Ensure all work practices comply with current BRHS policies, procedures and/or guidelines.
- Be familiar with the organisation's principles of care and demonstrate alignment to these in your day to day practice.
- Demonstrate an awareness and compliance with the BRHS Consumer Engagement strategy to foster person-centred practice.
- Adopt and maintain a progressive and evidence-based approach to service delivery.

### Professional Development

- Actively engage in the annual performance review and development appraisal with direct supervisor.
- Maintain professional competencies and registration (if applicable) and undertake relevant professional development, continuing education and training.
- Ensure completion of mandatory competencies (both organizational and profession-specific).

### Work Health and Safety

- Regularly monitor and review personal work practices and the environment to ensure a healthy and safe workplace in accordance with BRHS policies/procedures and legislative requirements.
- Adhere to Occupational Health and Safety, Equal Employment Opportunity, Emergency Management, Waste Management, Environmental Sustainability and Infection Control policies and legislation.
- Proactively report OH&S hazards, incidents and injuries to supervisor.

### Quality and Risk Management

- Actively participate and contribute to quality improvement activities, by identifying and making recommendations on opportunities to improve processes, workplace health and safety, quality and service delivery outcomes.
- Adhere to BRHS incident and complaint investigation policies and procedures.

- Manage risk in daily work practices.
- Adhere to all organisational policies and procedures.
- Ensure a good knowledge of policies relating to reportable conduct, child safe standards and hospital response to family violence.

## Information and Resource Management

- Understand the purpose of, and be able to use client/corporate records systems and common software applications confidentially and appropriately
- Prepare documentation using clear, concise and grammatically correct language appropriate to the role and service requirements.
- Record and maintain accurate and timely data as directed to meet relevant funding and policy requirements.
- Work within budget requirements and use resources appropriately.
- Comply with record and information management requirements in accordance with relevant BRHS policies and guidelines.
- Ensure information relating to patients/clients and colleague's is kept private and confidential at all times in accordance with BRHS policy and procedures.

## Communication and Teamwork

- Actively participate in team meetings, staff forums and other meetings relevant to the role, and as required by supervisor.
- Work in a co-operative and collaborative manner with all team members to foster a positive and supportive work environment and person-centred service provision.
- Provide guidance and support to students and staff in your work area to contribute to a valuable and constructive learning experience.

## Diversity and Inclusion

- Support an inclusive environment where all individuals are treated fairly, with respect and receive the same opportunities.
- Actively participate in developing cultural competence including an awareness and understanding of the diverse range of cultures and backgrounds, including Aboriginal and Torres Strait Islander people, members of the LGBTIQ community and people with a disability.

## POSITION REQUIREMENTS

| Position Requirements  |              |
|--|--------------|
| Satisfactory National Police Check (no older than 12 months)<br><i>Certificate must be provided prior to commencement.</i><br><i>National Police Check must be renewed every 3 years at the employee's expense.</i>  | Required     |
| Satisfactory Working with Children Check<br><i>Evidence of application must be provided prior to commencement.</i><br><i>Working with Children Check must be renewed every 5 years at the employee's expense.</i>  | Required     |
| Satisfactory Health Declaration (BRHS will provide documentation for completion)<br><i>Completed document must be provided prior to commencement.</i>  | Required     |
| Immunisation History (BRHS will provide documentation for completion)<br><i>Completed document must be provided prior to commencement.</i><br><i>Participation in the annual influenza vaccination program by 15<sup>th</sup> August each year is a requirement.</i> | Required     |
| Evidence of COVID-19 vaccination<br><i>Proof of full vaccination must be provided prior to commencement. (Eg Certificate from myGov record)</i><br><i>in accordance with Department of Health guidelines</i>   | Required     |
| Evidence of Professional Registration  | Not required |
| Evidence of Professional Qualification   | Preferred    |
| Valid Victorian Driver's Licence   | Not required |
| Valid Trade Licence  | Not required |
| Undertake Health monitoring as per BRHS Cytotoxic Drugs & BCG Instillations policy).<br>Mandatory to occur prior to commencement and when required during employment   | Not required |
| Typical Work Schedule  |              |
| <p>This position is worked as required across 7 days per week</p> <p>This position is worked as required on public holidays</p> <p>Availability to work a variety of shifts is required.</p>   |              |

## KEY SELECTION CRITERIA

Bairnsdale Regional Health Service is an equal opportunity employer. Our four “principles of care” guide us to assist achieve our mission, purpose and goals. Selection will be based on assessing demonstrated alignment with the skills, qualifications, knowledge, principles of care and other personal qualities required to carry out the role effectively.

### Qualifications and Experience

- Certificate 3 in Individual Support (or equivalent) or Certificate 4 in Ageing Support (or equivalent) is preferred
- Recent experience working in residential aged care would be well regarded
- Dementia specific experience and knowledge would be an advantage

### Skills, Knowledge and Attributes

1. Proven ability to provide a high level of person centred care in a proactive manner
2. Empathy and compassion for the elderly with a willingness and ability to advocate for their best interests
3. Demonstrated ability to work collaboratively with a multidisciplinary team
4. Demonstrated ability to communicate effectively and in a professional manner with a wide range of people, including co-workers, health professionals, residents and family members
5. Good organisational and planning skills with the ability to successfully prioritise tasks
6. An understanding of accreditation standards, ACFI and continuous improvement
7. Basic computer skills with a willingness to learn relevant computer programs and IT systems

## JOB DEMANDS CHECKLIST

Bairnsdale Regional Health Service endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

| Frequency definitions:      |   |
|-----------------------------|---|
| <b>I = Infrequent</b>       | Activity may be required very infrequently  |
| <b>O = Occasional</b>       | Activity required occasionally, not necessarily all shifts  |
| <b>F = Frequent</b>         | Activity required most shifts, up to 50% of the time  |
| <b>C = Constant</b>         | Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods |
| <b>N/A = Not Applicable</b> | Activity not performed  |

| Aspects of Normal Workplace  |   | Frequency |   |   |   |     |
|------------------------------|---|-----------|---|---|---|-----|
| Demands                      | Description   | I         | O | F | C | N/A |
| <b>Physical Demands</b>      |   |           |   |   |   |     |
| Sitting                      | Remain seated to perform tasks  |           |   | x |   |     |
| Standing                     | Remain standing to perform tasks  |           |   |   | x |     |
| Walking                      | Periods of walking required to perform tasks  |           |   |   | x |     |
| Bending                      | Forward bending from waist to perform tasks   |           |   | x |   |     |
| Kneeling                     | Remaining in a kneeling position to perform tasks   |           |   | x |   |     |
| Lifting/Carrying             | Light lifting and carrying  |           |   |   | x |     |
|                              | Moderate lifting and carrying   |           |   |   | x |     |
|                              | Assisted lifting (mechanical, equipment, person assist)   |           |   |   | x |     |
| Climbing, Working at Heights | Ascending and descending ladders, stools, scaffolding   |           |   |   |   | x   |
| Pushing/ Pulling             | Moving objects e.g. trolleys, beds, wheelchairs and floor cleaning equipment  |           |   | x |   |     |
| Reaching                     | Arms fully extended forward or raised above shoulder  |           |   | x |   |     |
| Crouching                    | Adopting a crouching posture to perform tasks   |           | x |   |   |     |
| Foot Movement                | Use of leg and/or foot to operate machinery   |           |   |   |   | x   |
| Head Postures                | Holding head in a position other than neutral (facing forward)  |           |   |   |   | x   |
| Fingers/Hand/ Arm Movement   | Repetitive movements of fingers, hands and arms e.g. computer keyboarding   |           |   | x |   |     |
| Grasping/Fine Manipulation   | Gripping, holding, clasping with fingers or hands   |           |   | x |   |     |
| Driving                      | Operating a motor powered vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc. |           |   |   |   | x   |

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| Aspects of Normal Workplace        |   | Frequency |   |   |   |     |
|------------------------------------|---|-----------|---|---|---|-----|
| Demands                            | Description   | I         | O | F | C | N/A |
| <b>Psychosocial Demands</b>        |   |           |   |   |   |     |
| Distressed People                  | Highly emotional people crying, upset, unhappy, depressed. E.g. Emergency or grief situations                 |           |   | x |   |     |
| Aggressive/ Unpredictable People   | Raised voices, yelling, swearing, and arguing. E.g. Drug/alcohol, dementia, mental illness                    |           | x |   |   |     |
| Exposure to Distressing Situations | E.g. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased                             |           | x |   |   |     |
| <b>Environmental Demands</b>       |   |           |   |   |   |     |
| Gases                              | Working with explosive or flammable gases requiring precautionary measures                                    |           |   |   |   | x   |
| Liquids                            | Working with corrosive, toxic or poisonous liquids or chemicals requiring Personal Protective Equipment (PPE) |           |   |   |   | x   |
| Noise                              | Environmental/background noise necessitates people raising their voice to be heard                            |           |   |   |   | x   |
| Biological Hazards                 | E.g. Exposure to body fluids, bacteria, infectious diseases requiring PPE                                     |           | x |   |   |     |
| Cytotoxic Materials                | Handling and/or preparation of cytotoxic materials  |           | x |   |   |     |
| Radiation                          | Working with radiologic equipment   |           |   |   |   | x   |

## AUTHORISATION

I confirm that I have read and understood this position description and believe that I am able to carry out the requirements of this role safely and effectively and that the conditions and requirements therein form part of my contract of employment.

X

Employee signature  
Date

X

Employee name (Printed)

**Bairnsdale Regional Health Service is a smoke free workplace**

## DOCUMENT CONTROL

Bairnsdale Regional Health Services reserves the right to review and amend this document at its discretion.

|  |                         |   |   |
|--|-------------------------|---|---|
| <b>Reviewed by Manager:</b>                    | <b>Date:</b> 15/07/2022 | <b>Updated:</b> <input checked="" type="checkbox"/> | <b>No Update required:</b> <input type="checkbox"/> |
| <b>Approved by General Manager/ Executive:</b> | <b>Date:</b> 28/07/2022 | <b>Name:</b> S. Reisenhofer, DCWP                   |   |

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