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| **Position Title** | Health Service Assistant (HSA) |
| **Position Number** | New |
| **Department** | Aged Care (70 Lowe Street, Garden View Court, Parkland House Willaura) |
| **Classification** | IN37 – Health Care Worker Grade 1 (rate dependent on age) |
| **Agreement** | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025 |
| **Reports to:** | Nurse Unit Manager |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

The health service assistant (HSA) will work in one of the three East Grampians Health Service aged care facilities. They will assist the registered nurses to provide delegated aspects of consumer care, in addition to and alongside enrolled nurses and health care workers.

Elements of direct and indirect patient care will be delegated in accordance with the professional judgement of the supervising registered nurse and in accordance with the level of achieved educational preparation and assessed competence of the individual.

**Overview – Aged Care**

**70 Lowe Street:**   
70 Lowe Street is a 45 bed residential aged care facility. Our aged care services focus on the individual, their family, friends and community, Individualised care is assured by identifying the Residents personal preferences and interest in all areas across the social and clinical spectrum. We have adopted the Montessori environment approach to provide purpose and stimulation through everyday activities. This approach supports our residents to live their lives to the fullest and make the most of the services we have to offer.

**Garden View Court Hostel:**Garden View Court is a 24 bed residential aged care facility. Our aged care services focus on the individual, their family, friends and community, Individualised care is assured by identifying the Residents personal preferences and interest in all areas across the social and clinical spectrum. This facility supports residents needs in the cognition and behaviour domain with many patient having varying degrees of dementia. We have adopted the Montessori environment approach to provide purpose and stimulation through everyday activities. This approach supports our residents to live their lives to the fullest and make the most of the services we have to offer.

**Willaura Healthcare:**

Willaura Health Care and Parkland House Hostel are part of East Grampians Health Service located 37 kms south of Ararat. The Health Service consists of 8 Acute and 2 nursing home beds. Parkland House Hostel consists of 10 Hostel bed. Willaura meets the stringent health standards and is fully accredited by the Australian Council of Health Care Standards and Aged Care Standards and Accreditation Agency. Willaura is well supported by community health allied health services and district nursing based in Ararat.

**Our Values**

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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Integrity.jpg** | **Integrity** | We value integrity, honesty and respect in all relationships |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Excellence.jpg** | **Excellence** | We value excellence as the appropriate standard for all services and practices |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Community.jpg** | **Community** | We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Working_Together.jpg** | **Working Together** | We value equally all people who make a contribution to EGHS to achieve shared goals |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Learning_Culture.jpg** | **Learning Culture** | We strive to continually lead and develop through education, training, mentoring and by teaching others. |

**Organisational Context**

East Grampians Health Service (EGHS) is a rural health service located in Ararat and Willaura in Western Victoria. EGHS is an integral part of a thriving community and is committed to providing quality health and wellbeing services to people of all backgrounds.

Serving a diverse community, EGHS delivers an extensive range of acute, residential, home and community based services. We strive to continually improve our services to best meet the needs of our patients, consumers and the community.

**Our Vision**

To be leaders in rural health care

**Our Strategic direction**

EGHS strategic plan 2019-22 mirrors the Victorian Government Health 2040; Advancing Health, Access and Care guidelines. It is underpinned by our organisational values and behaviours, which focus on improving our communities health and quality of life through strong partnerships and by responding to changing needs. We incorporate our opportunities through Better Health, Better Access, and Better Care, which are pivotal in achieving our vision of being ‘leaders in rural health care’:

**BETTER HEALTH**

* A system geared to prevention as much as treatment
* Everyone understands their own health risks
* Illness is detected and managed early
* Healthy neighbourhoods and communities encourage healthy lifestyle

**BETTER ACCESS**

* Care is always there when people need it
* More access to care in the home and community
* People are connected to the full range of care and support they need
* There is fair access to care

**BETTER CARE**

* Target zero avoidable harm
* Healthcare that focuses on outcomes
* People are active partners in care
* Care fits together around people’s needs

**Organisational Responsibilities**

* Be aware of and work in accordance with EGHS policies and procedures, including:

[Victorian Public Sector - Code of Conduct](http://intranet.eghs.net.au/Files/Human%20Resources/Victorian%20Public%20Sector%20-%20Code%20of%20Conduct.pdf)

[Confidentiality, Security and Management of Information - SOPP 24.02](http://intranet.eghs.net.au/Files/Policies/CONFIDENTIALITY,%20SECURITY%20AND%20MANAGEMENT%20OF%20INFORMATION%20-%20SOPP%2024.02.pdf)

[Hand Hygiene - SOPP 70.18](http://intranet.eghs.net.au/Files/Policies/HAND%20HYGIENE%20-%20SOPP%2070.18.pdf)

[Occupational Health and Safety - SOPP 72.09](http://intranet.eghs.net.au/Files/Policies/OCCUPATIONAL%20HEALTH%20AND%20SAFETY%20-%20SOPP%2072.09.pdf)

[Person Centred Care - SOPP 60.20](http://intranet.eghs.net.au/Files/Policies/PERSON%20CENTRED%20CARE%20-%20SOPP%2060.20.pdf)

[Safety - SOPP 72.13](http://intranet.eghs.net.au/Files/Policies/SAFETY%20-%20SOPP%2072.13.pdf)

[Performance Development policy - SOPP 35.27](http://intranet.eghs.net.au/Files/Policies/PERFORMANCE%20DEVELOPMENT%20POLICY%20-%20SOPP%2035.27.pdf)

[Risk Management - SOPP 74.01](http://intranet.eghs.net.au/Files/Policies/RISK%20MANAGEMENT%20-%20SOPP%2074.01.pdf)

* Be respectful of the needs of patients, consumers, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
* Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates to your area of work and associated accreditation.
* Undertake other duties as directed that meet relevant standards and recognised practice.
* Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check.
* Identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients, consumers and visitors
* Contribute to a positive and supportive learning culture and environment for health professional students and learners at all levels.
* Participate in all mandatory education and orientation sessions as outlined by EGHS.

East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.

**Responsibilities and Major Activities**

* A HSA is required to work under the direct supervision and delegation of a Registered nurse (RN) at all times, and work within the agreed core activity list for the role.
* A HSA will complete performance appraisals/reviews in accordance with hospital policy.
* A HSA must have successfully completed the first year of the HLT33115 Certificate III in Health Service Assistant course.
* A HSA must maintain their academic obligations in the HLT33115 Certificate III in Health Service Assistant course and remain as an active student throughout their fixed term employment.
* A HSA will work with one or more Registered nurses to provide delegated care to consumers, alongside the enrolled nurses and health care workers.
* Function in accordance with legislation and the organisation’s local policies and procedures, conducting practice within a professional and ethical framework to deliver delegated care.
* Collaborate and consult with the Registered nurse and other multidisciplinary team members to achieve desired health outcomes for patients.
* Ensure all patients, residents, families, clients, visitors and staff are treated with respect, dignity and courtesy; an environment that is free from harassment and discrimination.
* Accept accountability and responsibility for providing a high standard of direct consumer care within the scope and core activities list of the HSA.
* Works collaboratively with both the employer and the iVET representative to ensure the requirements of both organisations are met.
* Compliance with all EGHS Policies and Procedures.
* Adherence to EGHS infection control policies and procedures.
* Participation in EGHS integrated risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleagues.
* Ensure that the affairs of EGHS, and its partnering organisations, patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of EGHS.
* Recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst EGHS employees.
* Commitment to a patient/client centred approach in the provision of health care and services, consistent with the employing organisation’s values, mission and vision. It is expected that you demonstrate the core values of patient centred care in every interaction with consumers and colleagues.

**Key Selection Criteria**

**Qualifications & Experience**

* The educational preparation of an HSA is the successful completion of the first year of the HLT33115 Certificate III in Health Service Assistant course.

**Technical/Professional Knowledge and Skill**

* Demonstrated satisfactory academic progress in the HLT33115 Certificate III in Health Service Assistant course, with additional competencies met by the health service.

**Other**

* VCE students - ability to work after school hours (4pm – 8pm, two evenings per week)
* VCAL students – ability to work on a Tuesday each week as part of the structured work place learning model

**Personal Attributes**

* **Adaptability:** Adjusting effectively to work within new work structures, processes, requirements and cultures.
* **Work Standards:** Setting high standards of performance for self; assuming responsibility and accountability for successfully completing assignments or tasks.
* **Initiating Action:**Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required, being proactive.
* **Continuous Learning:** Actively identifying new areas for learning; regularly creating and taking advantage of learning opportunities; using newly gained knowledge and skill on the job and learning through their application.
* **Managing Work (includes Time Management)** – Effectively managing one’s time and resources to ensure that work is completed efficiently.

**Interpersonal Skills**

* **Communication:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.
* **Collaboration:** Working effectively and cooperatively with others; establishing and maintaining good working relationships.
* **Consumer Relations:** Meeting consumers and consumer family needs; taking responsibility for a consumer’s safety, satisfaction, and clinical outcomes; using appropriate interpersonal techniques to resolve difficult patient situations and regain patient confidence.

Occupational Health, Safety and Quality Responsibilities and Accountabilities

All public health employees share responsibility for occupational health and safety, (OH&S) with specific responsibilities and accountabilities allocated to positions within the organisational structure.

Employees also have a responsibility to the National Safety and Quality Standards (NSQHS) in ensuring the effective and safe delivery of healthcare services.

Any employee who fails to meet his/her obligations concerning health and safety may, depending on the circumstances, face disciplinary action up to, and including, dismissal.

Employees

Employees have a responsibility to comply with all relevant OH&S management system Policies, Procedures and programs. This includes the Injury Management Program.

Employees have a responsibility to take all reasonable care to prevent incident or injury to themselves or to others in the workplace. Employees are expected to learn and follow approved standards and Procedures that apply to their activities and check with their Manager when they have any doubts concerning potential hazards.

Employees have a responsibility for:

* Looking after their own health and safety and those of others in the workplace;
* Follow safe work practices and use personal protective equipment as required;
* Participate in OH&S consultation and OH&S training initiatives;
* Report any accidents, incidents, injuries “near misses”, safety hazards and dangerous occurrences, assist with any investigations and the identification of corrective actions;
* Cooperate with managers and supervisors so that they can meet their OH&S responsibilities;
* Don’t wilfully interfere with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk;
* Performing only those tasks for which they have received appropriate training and instruction;
* Ensuring that they understand and comply with those responsibilities which apply to them while performing their duties at the workplace;
* Participate in emergency evacuation exercises.

**Other relevant information**

* Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
* Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
* An interim performance development and review discussion will occur with your Manager three months from your commencement date and annually thereafter. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.
* Must comply to having or completion of:
* National Police Check (renewed every 3 years)
* Working with Children Check (renewed every 5 years)
* Immunisation requirements (annually)

**Your application should include:**

* Cover letter and resume
* A statement addressing the “**Key Selection Criteria**” clearly demonstrating your ability to meet the objectives of the role.

**Note:** Read the Position Description carefully so you have a good understanding of what is required and remember to address what skills, knowledge and attributes you have.

* Two (2) referees

**Acknowledgement**

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| Employee Name | |
| Employee Signature | Date |
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| Manager Name |  |
| Manager Signature | Date |
|  |  |
| Developed Date (MM,YY) |  |
| Developed By Name | Developed by Title |
| Date of next review (12 months) |  |