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| **Position Title** | Telehealth Assistant |
| **Position Number** | N6009 |
| **Department** | EGHS@Home – Healthy@Home |
| **Classification** | HS1A Admin Grade 1 |
| **Agreement** | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025 |
| **Reports to:** | Healthy@Home Care Co-ordinator |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

We aim to keep our most vulnerable clients, especially those with complex health issues, healthier at home. We aim to reduce avoidable hospitalisations and presentations to our Urgent Care Centre. Healthy@Home is a service that provides regular phone calls to clients to conduct self-rated health checks.

The Telehealth Assistant position involves regular telephone communication to monitor the health and wellbeing, care and social support, medication and health care of people who are at high risk of hospitalisation. The Telehealth Assistant enters the responses into a software program that is designed to generate flags when the client’s health is potentially deteriorating, which then alerts the Healthy@Home Care Co-ordinator to respond. The Telehealth Assistant will work closely with the Care Co-ordinator to ensure clients get the help they need in a timely manner. Through regular phone calls, the Telehealth Assistant provides a consistent point of contact for the client and/or their carer.

**Department / Unit Specific Overview**

East Grampians Health Service (EGHS) Community Services aim to meet the needs of the community by offering a vast array of services to the community in Ararat and surrounding districts. We offer outpatient, outreach and domiciliary services. Our services include Allied Health, Dental, Community Nursing, Home Care Packages, Home Support Services and Patricia Hinchey Centre. These services support other clinical areas including our acute and residential aged care consumers. EGHS@Home includes our Home Support program, Healthy@Home (telehealth program), Home Care Packages and Carers Support program.

**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**

East Grampians Health Service will improve the health, wellbeing and the quality of life for our community.

**Our Purpose**

To meet people’s health needs through leadership, strong partnerships and wise use of resources.

**Strategic Actions**

See [Strategic Plan 2023 – 2027](https://intranet.eghs.net.au/Files/Publications/EGHS%206pp%20DL%20Strategic%20Plan%20(2023-27).pdf).

**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)

[Child Safe – SOPP 57.24](https://intranet.eghs.net.au/Files/Policies/CHILD%20SAFE%20-%20SOPP%2057.24.pdf#search=57%2E24)

* 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. Also provide a National Disability Insurance Scheme (NDIS) worker check or the necessary details (if required).
* 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**

* Perform regular phone calls to patients and build rapport with clients and their carers
* Generate a positive telephone experience for the client in a controlled amount of time
* Provide high standard customer service; be non-judgemental, and accepting of patient diverse lifestyle choices.
* Perform general administrative tasks including, but not limited to:
  + Check [Healthyathome@eghs.net.au](mailto:Healthyathome@eghs.net.au) email inbox for external admission information
  + Check EGHS emails
  + Update call spreadsheet (including the master)
  + Send call summary to [Healthyathomestaff@eghs.net.au](mailto:Healthyathomestaff@eghs.net.au)
  + Update emergency call list
  + Reprint Healthy@Home forms
  + Assembling screening and reassessment packs (list of inclusions in document folder)
  + Other administrative tasks as requested by Care Coordinator
* Complete mandatory education requirements, including Elearning

**Key Performance Indicators**

* Demonstrates practice within the Vision, Mission and Values of EGHS.
* 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.
* Demonstrates knowledge and application of skills to ensure the organisation’s information management goals are met including timely and accurate month end reporting.
* Demonstrates knowledge and understanding of legislation and maintenance of a safe environment for consumers including accurate and comprehensive notes and record keeping.

Key Selection Criteria

**Essential Criteria:**

* Excellent telephone manner and skills to generate a positive telephone experience for the client in a controlled amount of time
* Customer service experience and skills with examples of engaging with a wide range of people in a non-judgemental manner
* Computer and web based literacy
* A high level of motivation, willingness to learn and ability to adapt to changing roles and relationships
* Ability to work autonomously and collaboratively within a team environment
* Excellent interpersonal skills with a positive, proactive approach
* Knowledge of cultural awareness and sensitivity
* Demonstrated commitment to service development and innovation
* An aptitude for working with and solving problems

**Desirable Criteria**

* Experience in a healthcare setting
* Experience with working with older people and/or vulnerable people with complex chronic healthcare needs

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)

**Acknowledgement**

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| Employee Name | |
| Employee Signature | Date |
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| Manager Name |  |
| Manager Signature | Date |
|  |  |
| Developed Date (MM,YY) | 03.2021 |
| Developed By Name | S.Woodburn |
| Developed by Title | Director of Community Services |