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| **Position Title** | Health Care Worker |
| **Position Number** | N6034 |
| **Department** | Willaura |
| **Classification** | Dependent upon qualification and experience |
| **Agreement** | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025 |
| **Reports to:** | Manager Willaura  Associate Nurse Unit Manager |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

The Health Care Worker, working under the direction of the Associate Nurse Unit Manager and RN/EEN and with the support of the Nurse Unit Manager, works to provide safe and effective person-centred care to resident’s in an aged care setting. To Promote and model care practices on the Montessori Model of Care principles and to provide resident’s with purpose that is meaningful by engaging them in activities and roles.

**Department / Unit Specific Overview**

Willaura Health Care and Parkland House Hostel are part of East Grampians Health Service and are located 37 kms south of Ararat. The Health Service consists of 8 acute and 2 aged care beds. Parkland House Hostel consists of 10 aged care beds. Willaura meets the stringent health standards and is fully accredited by the Australian Council of Healthcare Standards and Aged Care Quality and Safety Commission. Willaura is well supported by community health services.

**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**

* Ensure all patients, residents, clients, visitors and staff are treated with respect, dignity and courtesy in an environment that is free from harassment and discrimination.
* Provide personal care needs to residents according to the plan of care.
* Collaborate with multidisciplinary team to achieve desired health outcomes for residents.
* Reports any changes in resident’s condition.
* Communicating any relevant clinical, resident or family concerns in a timely manner.
* Demonstrate a commitment to organisational change.
* Assists with showering, assistance with meals, toileting, pressure area care and mobility of resident’s.
* Completion of regulatory care plans and documentation.
* Enable resident’s choice preferences and decisions in their care.
* Accept accountability for own actions and seek guidance when limited by own expertise.
* Practice within policy and procedural guidelines.
* Strive to maintain, support and enhance resident’s health and well-being, capabilities, independence, choice, preferences, privacy, dignity and safety.
* Accurately document resident care.
* A friendly and courteous manner to be demonstrated in all communications with residents, visitors and members of the health care team.
* Ensure that the affairs of EGHS, its 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.

**Key Performance Indicators**

* Participate in annual performance development plans.
* Assist and encourage staff to pursue education opportunities.
* Participate in annual Mandatory Education Programs.
* Maintain annual competencies and attend training as required.

Key Selection Criteria

**Essential Criteria:**

* Qualifications in Personal/Aged Care at least Cert III level.
* Capacity to work as a member of a team in the delivery of health services.
* Self-reliant, motivated, able to work independently when required.
* Demonstrated sound communication and interpersonal skills.
* Demonstrated commitment to the provision of high quality health care in the aged care sector.
* Commitment to ongoing education and personal development.
* Knowledge of, and ability to follow safe manual handling practices
* Demonstrated ability to document resident care accurately and within EGHS guidelines.
* Demonstrate an understanding of mandatory reporting.

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)

**Desirable Criteria**

* Current drivers licence
* Knowledge of ACFI

**Acknowledgement**

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| Employee Name | |
| Employee Signature | Date |
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| Manager Name |  |
| Manager Signature | Date |
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| Developed Date (MM,YY) | February 2023 |
| Developed By Name | Developed by Manager Willaura |
| Date of next review (12 months) | February 2025 |