



Health Care Worker

DEPARTMENT: Residential Aged Care
POSITION TITLE: Health Care Worker (HCW)
RESPONSIBLE TO: Nurse Unit Manager / Director of Nursing Sea Lake / Hostel Manager

POSITION STATEMENT:

The Health Care Worker is a member of a multidisciplinary health care team responsible for the provision of quality nursing care, within the boundaries of education, competencies and skills, under the supervision of a Registered Nurse, to meet the personal care needs of customers.

The incumbent will provide quality services in a manner that maintains and enhances the independence of customers and maximises their lifestyle options.

The HCW will ensure all customers are provided with a safe, secure, and friendly environment where individual choice and decision making are encouraged.

Our Vision:

Leading our communities to excellence in integrated health and community services.

Our Mission:

To provide people of all ages with access to quality, person-centred care in the Mallee.

Our Philosophy:

Equitable and timely access to innovative models of care, supported by a local workforce that is engaged with the community.

Our Services:

Mallee Track Health and Community Service (MTHCS) is classified as a multipurpose service (MPS) and provides a range of services across all the Mallee Track Communities; a total area of 18,000 square kilometres. MTHCS services include community and district nursing, a broad range of community and allied health services, neighbourhood houses, early childhood education and care, and access to primary health care. In addition, medical clinics, acute medical care, urgent care and residential aged care are provided at Ouyen and Sea Lake.

Montessori

MTHCS has adopted Montessori as our culture of care. The implementation of the principles of Montessori and the prepared environment supports our mission, vision, values and behaviours facilitating the delivery of true person-centred care. Through knowing the person, Montessori focusses on strengths, interests, skills and abilities of aging people and those living with dementia. This enables people to be the best they can be, have a meaningful place in their community, high self-esteem and the opportunity to make choices and contributions to their community. I understand that whatever my position, I have a role in ensuring these outcomes for our patients, residents/clients are met.

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MTHCS Values



- **Accountability:** We define our expectations and are accountable for our actions.
- **Excellence:** We set high standards and continually strive to improve on them.
- **Compassion:** We treat everyone with care, respect and dignity.
- **Teamwork:** We work collaboratively and in the spirit of partnership.
- **Integrity:** We endeavour to do the right thing in all circumstances, even if no-one is watching.
- **Transparency:** We are open and honest and embrace positive change.

Public Sector Values

As a Public Sector organisation, Mallee Track Health and Community Service adheres to the public sector core values. All staff are required to uphold these values (For further information on the Public sector values, please refer to page 5 of this document).

Mallee Track Health and Community Service is a smoke free workplace

KEY SELECTION CRITERIA:

Essential:

- Proven ability to apply high ethical standards, and represent MTHCS in a professional manner.
- Certificate III in Individual Support or demonstrated skills.
- Good communication and organisational skills.
- Knowledge and understanding of the special needs of older people.
- Knowledge of and skills to perform personal care tasks as required.
- Relevant experience appropriate to the work required by this position.
- Current Victorian Driver's Licence.
- Current Police Check.

Desirable:

- Understanding of issues related to OH&S including infection control, manual handling and hazard identification.
- Current First Aid Certificate

KEY RESPONSIBILITIES:

KEY BEHAVIOURS:

- Fulfils duty of care, including ethical practices.
- Demonstrates a positive attitude to the agreed role and responsibilities of the position.
- Works as a multi-disciplinary team member.
- Provision of care and support as per customers care plan.
- Accurate and comprehensive documentation relating to progress with customers care plan.

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- Reports issues relating to customers and service provider safety.
- Practice reflects organisational and service area policies and procedures.
- Maintain customer's confidentiality.
- Observe safe practice at all times.

KEY RESPONSIBILITIES:

Organisational:

- MTHCS has a responsibility to maintain current policy; it is the responsibility of all staff to ensure compliance with relevant regulatory requirements and MTHCS policies and procedures.
- Support systems that provide safe, high quality care that increases customer experience and customer centred care.
- To comply with MTHCS Code of Conduct.
- To ensure that MTHCS Infection Control guidelines are fully implemented.
- Demonstrate awareness and understanding of diversity and culture.
- MTHCS has a responsibility to maintain current policy; it is the responsibility of all staff to be aware of current policy.

Administration:

- Understands and protects the rights and responsibilities of customers and other service providers
- Consistently follows the agreed service policies and procedures
- Documents and reports by exception in the customers progress notes, including evaluation of intervention

Professional:

- All staff members shall be expected to demonstrate professional responsibility by maintaining knowledge and skills in their area of employment.
- All staff members are expected, as part of their role in providing a safe environment for both customers and staff members, to attend specific mandatory training appropriate to their position. For example emergency procedures, food handling, cardio-pulmonary resuscitation and first aid.
- All staff members shall be expected to maintain strict confidentiality in relation to all matters pertaining to MTHCS activities.
- 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.
- Other duties as directed.

Management:

Customer Service

- Meets customers' needs on an ongoing basis
- Participates in development and implementation of activities in conjunction with the care manager and service area coordinator
- Support customers' needs and abilities in daily activities

Program Development, Implementation and Management

- Activities are developed and implemented in line with customers' care plan
- Activities are evaluated and concerns with care plan or customers' needs are discussed with their Manager.
- Plans and organises work, practices and activities with regard to customers' preferences and other service activities and plans
- Health Care Worker retains responsibility for personal actions whilst working with customers to meet goals identified in care plan

Interpersonal Skills:

- Good written and oral communication skills

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- Ability to gain co-operation and assistance from customers and other staff
- Ability to identify, discuss and resolve problems
- High level of overall personal presentation

Child Safe Organisation

- Mallee Track Health and Community Service is committed to preventing child abuse, identifying risks early, and removing and reducing these risks.

OCCUPATIONAL HEALTH & SAFETY AND ENVIROMENTAL - All MTHCS employees will:

- Ensure that they take reasonable care to protect their own health and safety, and the health and safety of others.
- Use any equipment provided for health and safety purposes.
- Obey reasonable instructions given by MTHCS in relation to health and safety at work.
- Help MTHCS meet our duty of care, such as by undertaking hazard inspections.
- Comply with all MTHCS OHS policies and procedures
- Ensure they do not interfere with or misuse anything provided in the interests of health and safety

Section 21 of the Occupational Health & Safety Act 2004, requires an Employer to provide and maintain, so far as is reasonable and practicable, a safe workplace for all employees and ensure that no employee is placed at risk of injury while performing the duties and responsibilities required by their position.

To comply with this obligation, MTHCS requires all candidates/employees to have the mental and physical capacity to safely perform the inherent requirements of the position they are applying for (or have been appointed to).

If a risk is identified and fitness to safely perform the duties of the position needs to be determined, MTHCS with the agreement of the candidate/employee, will arrange an independent medical assessment to determine capacity to safely perform the inherent requirements of the position to minimise the risk of injury or aggravation of any pre-existing condition the candidate/employee may have.

COMPULSORY TRAINING

As per the schedule

PERFORMANCE APPRAISAL

Conducted as per appraisal schedule.

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I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description, the legislative requirements and policies and procedures of the organisation.

Signed: _____ Date: ____/____/____
(staff member)

Print Name: _____

Signed: _____ Date: ____/____/____
(supervisor)

Print Name: _____

cc: Personnel File

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Public Sector Values

- **Responsiveness:** Providing frank, impartial and timely advice to the Government; providing high quality services to the Victorian community and identifying and promoting best practice.
- **Integrity:** Being honest, open and transparent in dealings; using powers responsibly; reporting improper conduct; avoiding real or apparent conflicts of interest and striving to earn and sustain public trust of a high level.
- **Impartiality:** Making decisions and providing advice on merit and without bias, caprice, favouritism or self-interest; acting fairly by objectively considering all relevant facts and fair criteria and implementing Government policies and programs equitably.
- **Accountability:** Working to clear objectives in a transparent manner; accepting responsibility for their decisions and actions; seeking to achieve best use of resources and submitting themselves to appropriate scrutiny.
- **Respect:** Treating others fairly and objectively; ensuring freedom from discrimination, harassment and bullying; using their views to improve outcomes on an ongoing basis.
- **Leadership:** Actively implementing, promoting and supporting these values.
- **Human Rights:** Making decisions and providing advice consistent with human rights and actively implementing, promoting and supporting human rights.

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