



# Health Care Worker

**DEPARTMENT:** Care Services  
**RESPONSIBLE TO:** Nurse Unit Manager / Director of Nursing Sea Lake / Nurse Unit Manager (Pattinson House)

## The Role

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.

The HCW will provide personal care assistance to community clients living at home.

## Key responsibilities

- Systematically plan, implement and evaluate care for all residents
- Assisting with activities such as showering, dressing, toileting, grooming, and leisure activities maintaining the dignity and privacy of each resident.
- Promote positive and harmonious relationships between residents, relatives and staff through excellent interpersonal skills
- 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 the Health Care Worker position and organisational requirement.
- Provide companionship and emotional support, fostering a caring and comfortable environment for residents.
- Fulfils duty of care, including ethical practices.
- Interaction with residents, families and friends in a helpful and positive manner
- Works as a multi-disciplinary team member.
- Working in collaboration with nurses, doctors, and other healthcare professionals to ensure the best possible care for our residents.
- Accurate and comprehensive documentation relating to progress with customers care plan.
- Reports issues relating to customers and service provider safety.
- Practice reflects organisational and service area policies and procedures.
- All staff members shall be expected to maintain strict confidentiality in relation to all matters pertaining to MTHCS activities.
- Other duties as directed.

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## Key Selection Criteria:

### Essential:

- Proven ability to apply high ethical standards, and represent MTHCS in a professional manner.
- Certificate III in Individual Support or willing to obtain.
- 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

## Our Vision

Leading our communities to excellence in integrated health and MTHCS

## 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 is a multipurpose service (MPS) for all Mallee Track Communities encompassing a total area of 18,000 square kilometres. The health services include General Practice Clinics and Urgent Care at Ouyen and Sea Lake, Acute and Sub-Acute inpatient and outpatient services at Ouyen and Sea Lake, Community Aged Care and Residential Aged Care at Ouyen and Sea Lake. The community services include Allied Health, Delivered Meals, Community Transport, Social Support and Leisure and Lifestyle activities for Ouyen and Sea Lake as well as Early Years education and care for Ouyen, Sea Lake, Underbool, Murrayville and Manangatang. Community development activities include Rural Outreach and Neighbourhood Houses.

## Our Values



- **Accountability** We define our expectations and are accountable for our actions.
- **Excellence** We set high standards and continually strive to improve on them.

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- **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.

- **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.

### Mallee Track Health and Community Service is a smoke free workplace

#### 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.
- Agree to abide by all of MTHCS infection prevention and control policies and procedures
- 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

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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.

**Acknowledgement**

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: \_\_\_\_/\_\_\_\_/\_\_\_\_  
Executive Officer

Print Name: \_\_\_\_\_

cc: Personnel File

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