

POSITION TITLE	Health Care Worker
DEPARTMENT	Yalukang Aged Care
REPORTS TO	Residential Care Manager
DIRECT REPORTS	Nil
AWARD	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
CLASSIFICATION	Dependant on qualifications
DATE OF CREATION/AMENDMENT	March 2025
CREATED/AMENDED BY	HR Admin Support

“Caring for Our Community”

POSITION OBJECTIVES

A Health Care Worker:

- Assists to ensure that the physical, emotional, cultural and social needs of the residents are met in a timely manner with a quality outcome
- Participates in the provision of person focused, holistic care under the supervision of the Registered Nurse, Enrolled Nurse or the Aged Care Manager
- Practices within the framework of formal qualification
- Contributes to quality healthcare through personal and professional development
- Performs as part of the care management team effectively and efficiently in line with REDHS goals and objectives

RESPONSIBILITIES & PERFORMANCE INDICATORS

Leadership and Professional Practice

- Function in accordance with legislation, conducting practice within a professional and ethical framework to deliver accountable care that protects the right of individuals and groups
- Ensure all residents, clients, visitors and staff are treated with respect, dignity and courtesy in an environment that is free from harassment and discrimination
- Ensure that optimal efficiency is achieved and quality of care is maintained
- Demonstrate a commitment to organisational change
- Assume accountability and responsibility for providing a high standard of direct resident care under the supervision of the Registered Nurse or Enrolled Nurse in accordance to care plans and residents needs
- Accept accountability for own actions and seek guidance from the Registered Nurse, Enrolled Nurse or Aged Care Manager
- Practice within policy and procedural guidelines
- Respond and report clinical changes in the resident's condition to the EN/Team Leader/RN
- Accurately document patient care in accordance with health service guidelines
- Ensure incidents regarding care are accurately documented and investigated at the time of the incident and the Aged Care Manager or delegate is informed

Human Resources Management

- Support and maintain effective communication systems within the facility
- Comply with health service policy regarding uniform and punctuality
- Promote and support the mandatory competency framework for the Nursing Directorate and the facility ensuring compliance issues are addressed within an agreed timeframe
- Demonstrate an ability to resolve conflict or refer issues to Aged Care Manager for consideration
- Promote and maintain an environment of teamwork and professionalism

Business Management

- Demonstrate an awareness of the financial management framework and budgetary issues for the facility
- Consider the costs and budget implications in relation to work practices and consumables related to resident care

Clinical Governance

- Assist the team to monitor standards of professional practice and service delivery through REDHS Quality Framework to ensure all residents receive care that is appropriate for their condition and based on current best practice
- Contribute to the implementation and achievement of activities identified in the facilities Continuous Improvement Plan
- Identify areas where improvement can be made to the quality of resident care
- Support and actively participate in quality improvement activities/portfolios
- Comply with REDHS integrated Risk Management framework
- Identify risk through incident reporting and analysis and record review
- Engage the Aged Care Manager to objectively investigate complaints with point of service resolution and implementation of strategies to prevent reoccurrence
- Comply with REDHS Governance Documentation framework

Learning Organisation

- Maintain and promote awareness of legal and ethical implications of practice
- Maintain currency of knowledge and clinical expertise through attendance and participation in relevant courses, conferences, seminars and educational opportunities
- Participate in the review of one's own professional development identifying key areas for professional and personal growth

Information Management

- Demonstrate ability to operate PC based software packages confidently at the level required to fulfill the role
- Demonstrate an understanding of the organisation's Health Information Management system at the level required to fulfill the role
- Maintain accurate and timely documentation
- Demonstrate verbal and communication skills
- Maintain accurate documentation of clinical and business management systems

QUALIFICATIONS / POSITION REQUIREMENTS**Essential:**

- Certificate III in Aged Care
- Current National Police Record Check AND Working With Children Check
- Current Influenza Vaccination (FluVax)

Desirable:

- Ability to utilise computer software, preferably experience in using MANAD
- Current Drivers License

KEY SELECTION CRITERIA**Essential:**

- Possession of nationally accredited Certificate III or IV in Aged, Community or Disability Care or undertaking an approved higher level of study.
- Demonstrate the ability to undertake appropriate care that meets the individual needs of the resident and relatives.
- Demonstrate an ability to develop and review Resident Care Plans.
- Highly developed interpersonal skills, with the ability to communicate effectively with residents, families, carers, staff and others.
- Well developed written skills.
- Ability to utilise computer software, particularly use of the MANAD system.

OCCUPATIONAL HEALTH SAFETY & WELLBEING

All REDHS 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 policies and procedures that apply to their work.

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

All REDHS employees also have responsibility to the National Safety and Quality Standards (NSQHS) ensuring the effective and safe delivery of healthcare services.

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

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

Specific employee responsibilities include:

- Looking after their own health and safety and of others in the workplace.
- Following safe work practices and using personal protective equipment as required.
- Participate in OH&S consultation and OH&S training initiatives.
- Report any accidents, incidents, injuries, 'near miss incidents, 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 willfully interfere with or misuse anything provided in the interest of health and safety or willfully put anyone at risk.
- Perform only those tasks for which they have received appropriate training and instruction.
- Ensure that they understand and comply with those responsibilities which apply to them while performing their duties at the workplace.
- Participate in emergency evacuation exercises.

To ensure a healthy and safe work environment for employees and our clients, smoking is not permitted on hospital grounds, in buildings and offices, or in any vehicle.

HEALTH SERVICE POLICIES AND PROCEDURES

It is every employee's responsibility to access and have knowledge of the relevant policies and procedures that relate to their employment. All REDHS policies and procedures can be accessed on the intranet site.

"THIS IS ME"

'This is Me' is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. 'This is Me' is based on the principles of respect, value of the individual, and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs utilising Montessori actions. 'This is Me' is underpinned by a culture of collaboration and partnership and all staff of REDHS are required to adhere to these principles.

RISK MANAGEMENT

REDHS supports an Organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

PERFORMANCE REVIEW AND DEVELOPMENT

It is a condition of employment that employees participate in the Performance Review and Development program.

QUALITY IMPROVEMENT

Each employee has a responsibility to participate and commit to ongoing quality improvement activities.

EMPLOYMENT PRINCIPLES

REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure:

- Employment decisions are based on merit and employees are treated fairly and reasonably
- Employees have a reasonable avenue of redress against unfair or unreasonable treatment
- Equal employment opportunity is provided
- Human Rights are upheld in accordance with the Charter of Human Rights and Responsibilities Act 2006

VALUES & BEHAVIOURS

Employees are required to comply with REDHS Values. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all employees will embrace the REDHS Values and demonstrate these in their daily work.

R	Reliability	Being trustworthy and performing consistently well
E	Engagement	Working collaboratively with people to address issues and create opportunities to bring about positive change
D	Diversity	Understanding that each individual is unique and respecting our individual differences
H	Hospitality	Receiving and treating all people in a warm, friendly, generous way
S	Sustainability	Meeting our current needs without compromising the ability of future generations to meet their needs

ADDITIONAL REQUIREMENTS

This position description is subject to review and amendment at any time, as appropriate and approved by the relevant Director. Any such amendments will be made in consultation with the affected employee(s).

Appointment is subject to a satisfactory Staff Immunisation clearance and a satisfactory Police Records Check, Working With Children Check and where required, an NDIS Worker Screening Check prior to commencement.

Statements included in this Position Description are intended to reflect the general duties and responsibilities of this position and are not to be interpreted as being all inclusive.

An interim performance development and review discussion will occur with the employee's manager within three months from the commencement date and annually thereafter. Performance reviews are intended to be a positive discuss, outlining the key roles and responsibilities in the Position Description. The performance review discussion provides an opportunity to clarify the role, revise key performance activities and identify any objectives or goals for the year ahead.

ACCEPTANCE OF THE POSITION

I understand, agree to and accept the role as outlined in accordance with this position description.

Name (please print): _____

Signature: _____ Date: _____