



West Wimmera Health Service

Position Description

Position:	Health Care Worker
Location:	Based at....., but may be required to work across all sites as mutually agreed upon
Reporting to:	Director of Nursing/Nurse Unit Manager
Division:	Clinical Services
Award:	Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Level:	IN37: Grade 1 No Cert, Cert III & less than 12 months experience (FT), Cert IV less than 6 months experience (FT). IN38: Grade 2 Cert III & 12 months experience (FT) as Grade 1 or Cert IV & 6 months experience (FT) Grade 1. IN39: Grade 3 Cert IV & 2 years' experience (FT) as Grade 2.

Overview of West Wimmera Health Service

Our community is the heart of West Wimmera Health Service. We are committed to delivering the highest quality health services and ensuring our services meet the needs of our population.

We deliver services across a 22,000 square kilometre region, which is home to nine rural townships including Nhill, Goroke, Jeparit, Kaniva, Rainbow, Natimuk, Minyip, Murtoa and Rupanyup.

Our Purpose – *Great care, every person, every time.*

Our Strategic Goals

Our people – Inclusive, Respectful, Productive

To be a great place to work where everyone contributes and everyone belongs.

Our Care – Safe, effective, Innovative

To fully embrace new technologies and processes that enable world class rural healthcare.

Our Community – Connected, Informed, Healthy

To be fully engaged with the communities we serve, supporting people to live longer, healthier and happier lives.

Our Future – Environmentally Responsible, Economically Secure

To maintain financial sustainability and develop an Environment, Social and Governance (ESG) strategy to align with the Service's operations with established ESG principles.

Our Values



TOTAL CARE

Delivering care that is safe, effective and person-centred, always.



SAFETY

Providing a safe workplace and services free from avoidable harm.



UNITY

Working well together in a great place to work.



ACCOUNTABILITY

Doing the right thing by our stakeholders and ourselves.



INNOVATION

Using our imagination - if there's a better way we will find it.

West Wimmera Health Service acknowledges the Wotjobaluk, Jaadwa, Jadawajali, Wergaia and Jupagalk Nations as Traditional Owners of country and pay our respects to Elders past and present.

We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities

Position Relationships:

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none"> • Residents • Employees • Director of Nursing/Nurse Unit Manager • Executive Directors • Visiting Medical Officer's • Students • Volunteers 	<ul style="list-style-type: none"> • Community members • Consultants • Customers • Visitors

Position Overview:

To provide appropriate care to the Aged Care Residents at all times and comply by the West Wimmera Health Service policies and procedures of the unit.

Key Responsibilities:

- To participate in providing a high standard of service for the residents within West Wimmera Health Service.
- To support the organisation to deliver quality services.

Statement of Duties

Professional Practice:

- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc.) and actively promote compliance to any such standards and legislation.
- Comply with all relevant WWHS policies and procedures and any program specific guidelines.

- Attend all required staff meetings and trainings.
- Work in accordance with West Wimmera Health Service's Code of Conduct and demonstrate commitment to the Service's core values.
- Recognise, respond and report changes in the resident's condition.
- Provide personal care to residents to maintain independence and dignity with respect to daily living and lifestyle.
- Attend to relevant charting and daily documentation.
- Assist the Registered Nurse/Endorsed Enrolled Nurse with administration of medications to the residents when required.
- Be involved with the Registered Nurse/Enrolled Nurse the care plan for the individual resident's needs.
- Any other associated duties as delegated by the Director of Nursing/Nurse Unit Manager at any time.

Quality, Safety and Risk Management:

- Ensure compliance at all times, with mandatory education competencies by the due date in accordance with WWHS policies and protocols.
- Ensure and take all reasonable care for your personal safety and the safety of residents, patients, consumers, volunteers and colleagues.
- Participate in relevant quality improvement activities as directed by the Director of Nursing/Unit Manager.
- Identify and report relevant risks including those relating to human resource management, workplace culture and industrial relations and actively work other staff as appropriate to effectively manage such risks.
- Ensure you are aware of the West Wimmera Health Service's emergency procedures.

Communication:

- Maintain a professional and friendly approach in all interpersonal communication with patients, residents, consumers, volunteers and colleagues.
- Ensure effective and open lines of communication with other team members, customers, volunteers and WWHS management staff.
- Maintain confidentiality as per West Wimmera Health Service Policy and in accordance with relevant privacy and health records legislation.
- Demonstrated capacity to effectively give and receive constructive feedback and/or criticism.
- Demonstrated capacity to effectively manage conflict at a personal level and to appropriately escalate matters beyond a personal level.
- Establish, develop and maintain trust and confidence with line managers and direct reports.
- Work effectively consistent with policies and procedures to and agreed performance and behavioural expectations.

Key Selection Criteria

Essential:

1. Ability to effectively communicate with the residents, families, carers and the community.
2. Previous experience working in an Aged Care Residential Facility as a Health Care Worker.
3. Computer knowledge and keyboard skills.

Desirable:

4. Certificate III in Aged Care.
5. Working toward obtaining further qualifications eg. Certificate IV in Aged Care, Diploma of Nursing or Bachelor of Nursing.
6. Understanding of iCare, current Aged Care Funding requirements and Aged Care Quality Standards.

Pre-Requisites for Employment:

7. NDIS Worker screening clearance
8. Working with children check.
9. Vaccinated for COVID-19.
10. Influenza vaccination.
11. Australian Driver's License.

Internal Direct Reports:

Nil

External Direct Reports:

Nil

Appraisal:

- Initial appraisal – 3 months after appointment
- Thereafter – 12 monthly.

Certification:

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

Authorised By Executive Director of Clinical Services	
Name:	
Signature:	Date:

Position Incumbent Name:	
Signature:	Date: