

Position Description

Position Title	Health Service Assistant
Position Number	30027329
Division	People & Culture
Department	Clinical Workforce
Team	Clinical Workforce – Bank
Enterprise Agreement	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016-2020
Classification Description	HEALTH CARE WKR GR 1
Classification Code	IN37
Reports to	Nurse Unit Manager/s
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The People & Culture Division

The Division of People and Culture supports Bendigo Health through the provision of a range of services including workforce planning, resourcing strategies, employee relations, industrial relations, learning and development and workplace health and safety services for approximately 3,800 Bendigo Health staff and volunteers in a vast number of locations in the Loddon Mallee region. Payroll and salary packaging also report into this division, providing seamless service for staff from on boarding and contract development to then applying that contract and ensuring staff get the right remuneration.

The staff in the Division of People and Culture provide support and advice to managers in line with our strategic goals and objectives of empowering our people and providing a positive work environment for staff, volunteers where they feel valued, safe and supported to work together in delivering excellent care and services. They play a key role in the delivery of our strategic plan and aim for excellence in their service provision every time.

The Clinical Workforce – Health Service Assistant Bank

The **Clinical Workforce – Health Services Assistant Bank (HSA Bank)** is generally defined as Bendigo Health Casual HSA Workforce. The role of the Health Services Assistant (HSA) at Bendigo Health is to support Registered and Enrolled Nurses, 1:1 patient observation shifts and non-nursing duties within the inpatient units to help with a smooth running of the ward environments.

The Position

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Bendigo Health Clinical Workforce - HSA Bank plays a vital role in assisting Bendigo Health's clinical inpatient units during times of roster shortfalls, unplanned vacancies and 1:1 patient observation shifts. The Clinical Workforce - Bank offers staff the flexibility to accept shifts when they are available, within units which they are suited/allocated to. To remain a member of the Clinical Workforce - Bank staff must work a minimum of 1 shift per week across a 24-hour roster (*Day- 0700-1500, Evening 1500-2200, and Night – 2200-0700*). This will be monitored monthly and staff contacted if they are not active in the bank.

The role of the Health Services Assistant (HSA) at Bendigo Health is to support Registered and Enrolled Nurses undertaking 1:1 patient observation shifts, and non-nursing duties that assist in the smooth running of the ward environments.

Responsibilities and Accountabilities

Key Responsibilities

To competently perform in this position, the person should possess the following skills and abilities:

Duties include (but are not limited to): accompanying patients, assisting with patient movement and activities of daily living, assisting with uncomplicated feeds, restocking and ordering of supplies, filing and clerical duties, transport of supplies and equipment and cleaning of equipment.

- Perform duties as directed by the Registered and Enrolled Nurses on the clinical unit, and seek direction if required.
- Perform 1:1 patient observation shifts.
- Maintain safe working practices and a safe working environment.
- Perform the duties of the position efficiently and to the standards of the department.
- Employees are required to carry out lawful directions outlined above or delegated to them.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness,

Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

Qualifications / Certificates

- Satisfactorily completed Certificate III in Health Service Assistance OR evidence of successful completion of first year studies in a health related field (including Nursing, Medical, Paramedicine or Allied Health).

Specialist Expertise

1. Demonstrated organisational skills.
2. Ability to work as part of a team as well as independently.
3. Demonstrated ability to contribute to and practice collaboratively as part of a multidisciplinary team.
4. Demonstrated ability to communicate effectively with patients, visitors and staff at all levels within the organisation.
5. Demonstrated clinical knowledge and skills.
6. Ability to operate in an environment of change.
7. Demonstrated written and computer skills at the level required to fulfil the role.
8. Sound appreciation of key concepts of quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).
9. Demonstrated evidence of commitment to ongoing education and professional development.
10. Demonstrated awareness of the current issues and trends in clinical nursing, and in the area of clinical speciality.
11. Experience performing 1:1 patient observation (Highly desirable)

Desirable

Personal Qualities, Knowledge and Skills

1. A personal approach which is positive, enthusiastic, friendly and helpful.
2. A willingness and ability to learn.
3. Ability to provide excellent customer service to internal and external customers.
4. Ability to innovate, influence, negotiate and persuade.
5. Ability to operate in an environment of change.

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Influenza Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with the Bendigo Health's various infection control policy and procedures. All staff are required to have a current influenza vaccination prior to commencement at Bendigo Health.

Working with Children Check Bendigo Health has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Bendigo Health. As such you must maintain a valid working with children check. In addition you will be required to assist Bendigo Health in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Drivers Licence A current Victorian driver's licence is required for this position.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.