

Position Description

Position Title	Health Care Worker
Position Number	30011459
Division	Community and Continuing Care
Department	Carshalton House
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
Classification Description	Health Care Worker G1
Classification Code	IN37
Reports to	Nurse Unit Manager – Carshalton House
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • National Disability Insurance Scheme (NDIS) Check • Aged Care Banning Order Register • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Health Care Worker at Carshalton House provide high-quality, person-centred care and support to residents with activities of daily living in accordance with the Australian Aged Care Quality Standards. They promote residents' choice, independence and wellbeing while maintaining a safe, comfortable, and homelike environment throughout the shift.

Responsibilities and Accountabilities

Key Responsibilities

1. Specific responsibilities:

- To provide safe resident centred care, including assessment, intervention, individualised care planning, evaluation of residents with supporting documentation
- Undertake the full range of resident's personal care requirements, whilst respecting each individual's privacy and right to self determination
- To monitor the impact of personal care and maintain ongoing communication with the Enrolled Nurse, Nurse Unit Manager, Associate Nurse Manager, Registered Nurse (or senior person in charge) regarding the health and functional status of individuals
- Implement and comply with Bendigo Health Policies and Procedures
- Ensure compliance with cleaning protocols are adhered to
- Ensure compliance with Food Safety Program Guidelines
- Undertake the full range of food and domestic activities including, but not limited to the serving and delivering of meals and drinks to the residents as directed
- Participate and commit to Quality Programs and ongoing improvement activities using Commonwealth Aged Care Accreditation Guidelines
- Provide a safe environment for residents, staff, family and visitors to the home
- Report any maintenance requirements of the home
- Maintain accurate records, statistics and reports as needed

2. Organisational responsibilities:

- Ensure compliance with BH risk management policy and guidelines.
- To promote the Bendigo Health within, and external to the organisation.
- To communicate effectively within and external to Bendigo Health.
- To promote practices, which comply with the policies and procedures of BH and actively participate in the maintenance of relevant policies and procedures to ensure best practice.
- To participate in service development as required.
- To participate in team/departmental meetings and other organisational meetings as required
- To participate in staff development and training as required (including annual mandatory training in fire/emergency, 'no lift', cardio-pulmonary resuscitation & infection control), and maintain a personal record of activities completed.

- To contribute to the collection of relevant clinical data

3. Residential services specific activities

- To maintain a practical working knowledge of Aged Care legislation inclusive of the Aged Care Quality Standards
- You are required to notify your employer and document all reportable incidents (serious incidents) of alleged or suspected to have occurred to a residential care recipient (consumer), in connection with the provision of residential care, or flexible care provided in a residential setting: unreasonable use of force against a consumer including (• unlawful sexual contact, or inappropriate sexual conduct, inflicted on a consumer • psychological or emotional abuse of a consumer • unexpected death of a consumer • stealing from, or financial coercion of, a consumer by a staff member of the provider • neglect of a consumer • use of physical or chemical restraint of a consumer (other than in the circumstances set out in the Quality of Care • Principles) • unexplained absence of a consumer from the service) so that the appropriate response can be undertaken to ensure the health, safety and wellbeing of residents, and to meet record keeping responsibilities under the Act.

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

1. Certificate in Food Handler's Hygiene or equivalent
2. Personal care Community Care Certificate 3 (or equivalent)
3. Sound appreciation of key concepts of Food Safety, occupational health & Safety, Infection Control and Quality Assurance Principles
4. Demonstrated high level skills and experience in key concepts of Residential Services
5. Proven ability to meet deadlines, goals and objectives
6. A willingness and ability to learn
7. Demonstrated highly developed interpersonal and communication skills
8. Ability to work as part of a team as well as independently
9. Flexibility to operate in an environment of change and continuous improvement

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.

- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

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.