

Position Description

Position Title	Health Service Assistant – Casual Bank
Position Number	30027329
Division	People and Culture
Department	Clinical Workforce
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector) (Single Interest) Enterprise Agreement 2021-2025
Classification Description	Health Care Worker G1
Classification Code	IN 37
Reports to	Nurse Unit Manager/s
Management Level	Non-Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Working with Children Check • Drivers License • 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](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

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

The Position

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 shift. 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 shift, and non-nursing duties that assist in the smooth running of the ward environments.

Responsibilities and Accountabilities

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

Duties included (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.

Key Responsibilities

- Perform duties as directed by the Registered and Enrolled Nurse on the clinical unit, and seek direction if required.
- Perform 1:1 patient observation shift
- Maintain safe working practices and a safe work environment
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- 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

Key Selection Criteria

Essential

1. Satisfactorily completed Certificate III in Health Services Assistance, or evidence of successful completion of the first year of studies in a health-related field (including Nursing, Medicine, Paramedicine, or Allied Health).
2. Demonstrated organisational skills with the ability to prioritise and manage tasks efficiently.
3. Ability to work effectively both independently and as part of a multidisciplinary team, contributing collaboratively to patient care.
4. Demonstrated clinical knowledge and practical skills relevant to the role, including experience in 1:1 patient observation (highly desirable).
5. Strong communication skills, with the ability to interact effectively with patients, visitors, and staff at all levels.
6. A positive, enthusiastic, friendly, and helpful approach, combined with a willingness and ability to learn.
7. Ability to operate effectively in a changing healthcare environment.
8. Demonstrated written communication and computer skills required to fulfil the role.
9. Understanding of quality improvement principles and the National Safety and Quality Health Service Standards (NSQHSS), with a commitment to ongoing professional development.
10. Awareness of current issues, trends, and best practices in clinical nursing and relevant clinical specialties.

11. Ability to provide excellent customer service, and skills in innovation, influence, negotiation, and persuasion when required.

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.
- 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.