

Position Description

Position Title	Health Care Worker
Position Number	30008811/30102115
Division	Community and Continuing Care
Department	Stella Anderson/Joan Pinder
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)Enterprise Agreement 2025-2027
Classification Description	Health Care Worker G1 – G2
Classification Code	IN37 – IN38
Reports to	Nurse Unit Manager
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 • 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 is responsible for providing safe, resident-centered care, assisting with personal care needs, and ensuring privacy and respect for residents. Duties include monitoring health status, maintaining communication with senior staff, and complying with Bendigo Health policies and procedures. The role also involves participating in quality improvement activities, staff development, and maintaining a safe environment for residents and visitors. Additionally, the worker must adhere to Aged Care legislation and report any incidents, ensuring the safety and well-being of residents at all times.

Responsibilities and Accountabilities

Key Responsibilities

- Provide safe, resident-centered care (assessment, intervention, care planning, and evaluation) under RN supervision.
- Assist with all personal care needs while respecting residents' privacy and self-determination.
- Monitor and report residents' health and functional status to senior staff.
- Implement and comply with Bendigo Health Policies and Procedures.
- Follow Food Safety Program Guidelines.
- Participate in Quality Programs and continuous improvement using Aged Care Accreditation Guidelines.
- Ensure a safe environment for residents, staff, and visitors.
- Report maintenance issues and ensure the home's upkeep.
- Maintain accurate records, statistics, and reports.
- Comply with BHCG risk management policies and promote Bendigo Health.
- Communicate effectively within and outside the organization.
- Adhere to BHCG policies and actively participate in policy development and best practices.
- Participate in service development, team meetings, and staff training (including mandatory fire, CPR, infection control, and 'no lift' training).
- Contribute to clinical data collection and audits.
- Stay updated on Aged Care legislation and Quality Standards.
- Report incidents of abuse, neglect, or missing residents to ensure safety and legal compliance.

Key Selection Criteria

Essential

1. Certificate III in Individual Support, Certificate IV in Ageing Support or equivalent
2. Experience in aged care or inpatient care, especially caring for people living with dementia
3. Knowledge of Aged Care Quality Standards, Occupational Health & Safety, Infection Control and Quality Assurance Principles
4. Proven ability to meet deadlines, goals and objectives
5. A willingness and ability to learn
6. Sound literacy, documentation and communication skills (including computer literacy)
7. Ability to build effective relationships and work within a team
8. Flexibility to operate in an environment of change

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.