

POSITION DESCRIPTION

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| Position | Community Home Support Services Domestic Assistant | | |
| Department | Community Home Support Services | Level of Authority: (as per ORH Instrument of Delegation) | NA |
| Reports to | Team Leader CHSS | | |
| Responsible to | Manager CHSS | | |
| Enterprise Agreement | Health and Allied Services, Administrative Officer (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement <i>And subsequent agreements as may be approved in accordance with Fair Work legislation during the course of employment</i> | | |
| Pay Scale | As per employment contract | | |

ORBOST REGIONAL HEALTH

Orbost Regional Health provides acute, urgent care, medical and specialist services, and an array of community health, welfare and aged care services. We aim to meet the community needs utilising a flexible funding model. Partnership arrangements enhance our ability to delivery services to an area covering one million hectares across Far East Gippsland. At Orbost Regional Health our innovative multipurpose service has the capacity to embrace a holistic approach to health and wellbeing. We provide not only the Acute and Aged Care facilities, but also many other services to maintain the physical and mental well-being of the community.

POSITION OBJECTIVE

The primary role of this position is to assist frail aged and people with disabilities and their carers to maintain optimal independence and quality of life with dignity and safety while living in their own home.

POSITION REQUIREMENTS

| Position Requirements | |
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| Satisfactory National Police Check (no older than 12 months) <i>Certificate must be provided prior to commencement</i> | Required |
| Satisfactory Working with Children Check <i>Evidence of application must be provided prior to commencement</i> | Required |
| Satisfactory NDIS Worker Screening Check <i>Evidence of application must be provided prior to commencement</i> | Not Required |
| Satisfactory Health Declaration (ORH will provide documentation for completion) <i>Completed document must be provided prior to commencement</i> | Required |
| Immunisation History (ORH will provide documentation for completion) <i>Completed document must be provided prior to commencement</i> <i>Participation in the annual influenza vaccination program is a requirement</i> <i>Evidence of vaccinations must be provided prior to commencement (eg Certificate from myGov record)</i> | Required |
| Evidence of Professional Registration | Not Required |
| Evidence of Professional Qualification | Not Required |
| Valid Victorian Driver's Licence | Preferred |
| Typical Work Schedule | |
| This position is worked as required across 7 days per week This position is worked as required on public holidays Availability to work a variety of shifts is required This position is worked during week days | |

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RESPONSIBILITIES AND ACCOUNTABILITIES

| Primary Responsibilities and Key Performance Indicators |
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| <p>Community Home Support Domestic Assistance Workers tasks may include but are not limited to:</p> <ul style="list-style-type: none"> • Perform household cleaning duties as directed by the client’s individual service plan • Assist as required, in the review and development of policies and procedures for the organisation as they directly relate to delivery of CHSS Services, and this position • Communicate with CHSS office • Refer appropriate clients and carers to the CHSS office to access services • Maintenance of all documentation relevant to the role • Participation and contribution towards ongoing development of services • Awareness of and commitment to Occupational Health & Safety • Working within the parameters of their job as determined by their position descriptions, employment skills, training, local-area work agreement, contract or award • Implementing each person’s care plan • Developing and maintaining a respectful and comfortable working relationship with the person and their carer, which includes observing appropriate confidentiality and boundaries • Actively observing and reporting each person’s wellbeing and any changes in their health status, circumstances or condition • Undertake other duties as requested by the Manager/Team Leader that are within the scope and skill consistent with the position. |
| Qualifications and Experience |
| <ul style="list-style-type: none"> • Cleaning / housekeeping experience • A strong quality customer focus |
| Skills, Knowledge and Attributes |
| <ul style="list-style-type: none"> • Communicate to staff, clients and carers in a professional and appropriate manner • Wear Organisation Identity Badge at all times • Attend training sessions as required to ensure skills are kept current including all mandatory training • Ability to communicate effectively with service users, carers, coordinators and fellow staff members. • Ability to work without direct supervision, but within parameters of client care plans. |
| Strategic Imperatives |
| <ul style="list-style-type: none"> • Demonstrate an awareness and understanding of ORH’s strategic plan and contribute to the team’s work plan to achieve organisational objectives. • Ensure all work practices comply with current ORH policies, procedures and/or guidelines. • Be familiar with organisation’s vision and values and demonstrated alignment with the trademark behaviours in day to day practice. • Demonstrate an awareness and compliance with the ORH Partnering with Consumers framework to foster person-centred practice. • Adopt and maintain a progressive and evidence-based approach to service delivery. |
| Professional Development |
| <ul style="list-style-type: none"> • Actively engage in the annual performance review and development appraisal with direct supervisor. • Maintain professional competencies and registration (if applicable) and undertake relevant professional development, continuing education and training. • Ensure completion of mandatory competencies (both organisational and profession-specific) as required upon commencement, annually and in accordance with timelines specified in relevant health service policies and procedures. |
| Work Health and Safety |
| <ul style="list-style-type: none"> • Regular monitoring and review of personal work practices and the environment to ensure a healthy and safe workplace in accordance with ORH policies/procedures and legislative requirements. |

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| <ul style="list-style-type: none"> • Adhere to Occupational Health and Safety, Equal Employment Opportunities, Emergency Management, Waste Management, Environmental, Sustainability and Infection Control policies, procedures and legislation. • Proactively report OH&S hazards, incidents and injuries to supervisor. • Ensure that infection control guidelines and requirements are known and incorporated into daily work activities. |
| <p>Quality and Risk Management</p> <ul style="list-style-type: none"> • Actively participate and contribute to quality improvement activities, by identifying and making recommendations on opportunities to improve processes, workplace health and safety, and quality service delivery outcomes. • Be aware of Orbost Regional Health's approach to quality and safety that includes: Risk management, Clinical governance, Patient centred care and Consumer rights and responsibilities, Diversity, Workplace Health, Safety and Wellbeing, Performance reporting and Monitoring, Partnering with Consumers, Quality Improvement and Open Disclosure. • Adhere to ORH incident and complaint investigation policies and procedures. • Actively participate in the Orbost Regional Health quality program and accreditation processes against the relevant standards. • Manage risk in daily work practices. • Adhere to all organisational policies, procedures and health legislations. • Ensure a good knowledge of polices relating to reportable conduct, child safe standards and hospital response to family violence. |
| <p>Information and Resource Management</p> <ul style="list-style-type: none"> • Understand the purpose of, and be able to use client/corporate records systems and common software applications confidentially and appropriately. • Prepare documentation using clear, concise and grammatically correct language appropriate to the role and service requirements. • Record and maintain accurate and timely data as directed to meet relevant funding and policy requirements. • Work within budget requirements and use resources appropriately. • Comply with record and information management requirements in accordance with relevant ORH policies and guidelines. • All employees of Orbost Regional Health must sign a Confidentiality Statement. This is to ensure that employees shall not at any time, either during the period of employment, or at its completion, divulge either directly or indirectly to any person, confidential knowledge or information acquired during the course of this employment. • All employees of Orbost Regional Health are required to recognise consumer rights and operate within the Charter of Human Rights. • Ensure information relating to patients/clients/consumers and colleague's is kept private and confidential at all times in accordance with ORH policies and procedures. |
| <p>Communication and Teamwork</p> <ul style="list-style-type: none"> • Actively participate in team meetings, staff forums and other meetings relevant to the role, and as required. • Work in a cooperative and collaborative manner with all team members to foster a positive and supportive work environment and person-centred provision. • Provide guidance and support to others within your work area to contribute to a valuable and constructive learning experience. |
| <p>Immunisation</p> <ul style="list-style-type: none"> • It is a condition of appointment that all employees comply with our immunisation requirements during employment. This position is classified as Category A, B, C. Yearly flu vaccinations are required for Category A and B. |

POSITION DESCRIPTION

Diversity and Inclusion

- Support an inclusive environment where all individuals are treated fairly, with respect and receive the same opportunities.
- Recognise and respect diversity and inclusivity within the workplace. Everyone has the right to high quality health care and opportunities regardless of diversity factors which include cultural, ethnic, linguistic, religious beliefs, gender, sexual orientation, age and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst all Orbost Regional Health employees. Actively participate in developing cultural competence including an awareness and understanding of the diverse range of cultures and backgrounds, including Aboriginal and Torres Strait Islander peoples, members of the LGBTQIA+ community, and those from culturally and linguistically diverse backgrounds and people with a disability.

KEY SELECTION CRITERIA

Orbost Regional Health is an equal opportunity employer. ORH Has adopted a common set of principles across the organisation and developed associated trademark values and behaviours. Selection will be based on assessing demonstrated alignment with the skills, qualifications, knowledge, behaviours and other personal qualities required to carry out the role effectively.

Essential Criteria:

- Flexibility in hours available to work and the ability to change shifts at short notice.
- Supportive and non-judgemental attitude to assist clients in maintaining independence and autonomy.
- Demonstrated ability to maintain confidentiality and privacy.
- Ability to undertake repetitious, physically demanding tasks.
- Administrative skills in completion of time sheets and travel records.
- Drivers Licence
- A reliable car with appropriate insurances and a mobile telephone are essential.
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Desirable Criteria:

- Experience gained through working in the aged and/or disability fields.

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JOB DEMANDS CHECKLIST

Orbost Regional Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgement at the end of the position description to confirm their ability to perform the job demands of this position.

| Frequency definitions: | |
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| I = Infrequent | Activity may be required very infrequently |
| O = Occasional | Activity required occasionally, not necessarily on all shifts |
| F = Frequent | Activity required most shifts, up to 50% of the time |
| C = Constant | Activity that exists for the majority of each shift and may involve repetitive movements for prolonged periods |
| NA = Not Applicable | Activity not performed |

| Aspects of Normal Workplace | | Frequency | | | | |
|-------------------------------|--|-----------|---|---|---|----|
| Demands | Description | I | O | F | C | NA |
| Physical Demands | | | | | | |
| Sitting | Remain seated to perform tasks | | X | | | |
| Standing | Remain standing to perform tasks | | | X | | |
| Walking | Periods of walking required to perform tasks | | | X | | |
| Bending | Forward bending from waist to perform tasks | | | X | | |
| Kneeling | Remaining in a kneeling position to perform tasks | | X | | | |
| Lifting / Carrying | Light lifting and carrying | | X | | | |
| | Moderate lifting and carrying | | X | | | |
| | Assisting lifting (mechanical, equipment, person assist) | | | | | X |
| Climbing, working at heights | Ascending and descending ladders, stools, scaffolding | | X | | | |
| Pushing / Pulling | Moving objects e.g. trolleys, beds, wheelchairs, floor cleaning equipment | | | X | | |
| Reaching | Arms fully extended forward or raised above shoulder | | X | | | |
| Crouching | Adopting a crouching posture to perform tasks | | X | | | |
| Foot Movement | Use of leg and/or foot to operate machinery | | X | | | |
| Head Postures | Holding head in a position other than neutral (facing forwards) | | X | | | |
| Fingers / Hand / Arm movement | Repetitive movements of fingers, hands and arms e.g. computer keyboarding | | | X | | |
| Grasping / Fine Manipulation | Gripping, holding, clasping with fingers or hands | | | X | | |
| Driving | Operating a motor powered vehicle e.g. use of hospital cars, deliveries, visiting clients, ride on mower, bus, etc | | X | | | |
| Psychosocial Demands | | | | | | |
| Distressed People | Highly emotional people crying, upset, unhappy, distressed. E.g. Crisis or grief situations | X | | | | |

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| Aggressive / Unpredictable People | Raised voices, yelling, swearing, arguing e.g. Drug/alcohol, dementia, mental illness | X | | | | |
| Exposure to distressing situations | E.g. child abuse, delivering bad news, viewing extreme injuries, viewing deceased | | | | | X |
| Environmental Demands | | | | | | |
| Gases | Working with explosive or flammable gases requiring precautionary measures | | | | | X |
| Liquids | Working with corrosive, toxic or poisonous liquids or chemicals requiring Personal Protective Equipment (PPE) | | X | | | |
| Noise | Environmental / background noise necessitates people raising their voice to be heard | | X | | | |
| Biological Hazards | E.g. exposure to body fluids, bacteria, infectious diseases requiring PPE | | X | | | |
| Cytotoxic Materials | Handling and/or preparation of cytotoxic materials | | | | | X |
| Radiation | Working with radiologic equipment | | | | | X |

AUTHORISATION

I confirm that I have read and understood this position description and believe that I am able to carry out the requirements of this role safely and effectively and that the conditions and requirements therein form part of my contract of employment.

Employee signature

Employee name (printed)

Date

Orbost Regional Health is a smoke free workplace

DOCUMENT CONTROL

Orbost Regional Health reserves the right to review and amend this document at its discretion.

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| Reviewed by Manager: | Date: 01/11/2024 | Updated: <input checked="" type="checkbox"/> | No update required: <input type="checkbox"/> |
| Approved by Director: | Date: 01/11/2024 | Name: Nikki Brown, Director Community Health | |