

<b>Position Title:</b>	Health Assistant (Nursing)
<b>Reports to:</b>	Nurse Unit Manager
<b>Department:</b>	Determined upon rotation
<b>Directorate:</b>	Clinical Operations
<b>Cost centre:</b>	P0607
<b>Code &amp; classification:</b>	Health Care Worker Grade 1 (IN37)
<b>Performance review:</b>	Upon completion of probationary and qualifying period and annually or as requested
<b>Employment conditions:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Euroa, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic Plan 2024-26* provides the direction for GV Health with key elements summarised below.

Vaccination against COVID-19 and Influenzas are a mandatory requirement of this role. Vaccination against preventable diseases is also highly recommended. You will be required to provide evidence of your vaccination status during the application process.

## OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

## OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.



### Compassion

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.



### Respect

- We respect the patient's voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.



### Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.



### Accountability

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don't compromise on our standards.



### Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.



### Ethical behaviour

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient's privacy and trust;
- We stand up against unsafe practice.



## **CREATE Outstanding**

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2024-26* to link GV Health's purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

## **ROLE STATEMENT:**

The Health Assistant (Nursing) works as an assistant to the health care team, under the direction, delegation and supervision of a Registered Nurse. Elements of direct and indirect patient care may be delegated by the supervising Registered Nurse (RN) in accordance with the RN's assessed nursing care needs of patients and aligned to the professional and clinical judgement of the supervising RN.

You will be required to rotate between different areas of the hospital which may include the Medical ward, Surgical ward and the Mary Coram unit.

## **KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:**

Assist with patient care under the supervision of the registered nurse or their delegate.

- Hygiene
  - ❖ Showering
  - ❖ Sponging
  - ❖ Mouth care
  - ❖ Cleaning dentures and teeth
  - ❖ Hair washing and grooming
  - ❖ Facial shaving
- Elimination
  - ❖ Toileting
  - ❖ Assist to change incontinence aids
  - ❖ Skin hygiene
  - ❖ Emptying catheter bags
  - ❖ Emptying stoma bags
- Nutritional support
  - ❖ Setting patients up for meals
  - ❖ Feeding patients that have been assessed as appropriate by the RN
- Pressure area care
  - ❖ Assist nurses with positional changes
  - ❖ Transfer of patients
  - ❖ Assist nurses with handling of patients using aids
- Mobilisation
  - ❖ Supervise and assist with patient ambulation
- Ward cleanliness
  - ❖ Assist in maintaining a tidy, clutter free ward environment
  - ❖ Assist with bed making, with exception to those requiring cleaning post patient discharge
- Patient surveillance
  - ❖ Observe and report patients at risk of harm to self / others to the RN
  - ❖ Diversional activities
  - ❖ Hourly rounding
- Health consumer service
  - ❖ Provide high quality service to customers and consumers



## 1. Provide quality and safe care for consumers

- Under the supervision and direction of the Registered Nurse, ensure consumers, families/representatives or carers are involved in decision making about their care planning and treatment where appropriate.
- Accept accountability for own actions and seek guidance when a situation exceeds experience and/or knowledge.
- Uphold and protect consumer rights, maintain strict confidentiality and continually practice to the principles of open disclosure.
- Comply with relevant standards, legislation, and GV Health's Clinical Governance Framework and relevant guidelines.
- Consumer feedback and complaints are escalated to the supervising registered nurse to ensure that issues are resolved and quality and safe clinical care is provided.
- Where directed, maintain accurate and current clinical records ensuring documentation meets professional and legal standards

## 2. Develop and maintain relationships with all disciplines

- Communicate with all members of the health care team to achieve desired consumer outcomes.
- Respect the decisions and actions of others
- Contribute to interdisciplinary team meetings and education sessions to facilitate consumer care goals.

## 3. Support the quality of consumer care and outcomes

- Maintain current knowledge of work practices relevant to the role.
- Actively participate in identifying where improvements can be made to the quality of consumer care.
- Participate in clinical audits, research, process redesign and accreditation against healthcare standards to ensure ongoing clinical practice improvement and the quality of consumer care.

## 4. Commit to ongoing professional development of self

- Complete mandatory training as defined by GV Health.
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews.

## QUALITY, SAFETY, RISK and IMPROVEMENT

- Develop and maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Complete the mandatory training requirements as defined by GV Health
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.



## **OTHER REQUIREMENTS FOR NON CLINICAL EMPLOYEES:**

- Develop and maintain collaborative relationships with all other teams and professionals
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Uphold and protect consumer rights and maintain strict confidentiality
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Assist with the supervision of students where appropriate
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Participate in committees and professional groups and disseminate relevant information to relevant employees
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health service provider.

## **KEY PERFORMANCE INDICATORS:**

- Attendance and active participation at meetings as required
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process
- Successful completion of the Certificate III or IV in Health Services Assistance.

## **Other Position Requirements**

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

## **KEY SELECTION CRITERIA:**

### **Mandatory:**

- A commitment to the GV Health values: Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour
- Eligible for selection into Certificate III or IV in Health Services Assistance or equivalent, units included for assisting in nursing in acute care
- Ability to work collaboratively as part of a multi-disciplinary team
- A willingness to contribute to quality patient care
- Well-developed interpersonal skills, including willingness to communicate effectively with other staff, patients and families
- Commitment to ongoing professional development
- Commitment to a professional work ethic
- Basic computer skills
- Satisfactory National History Criminal Check prior to commencement of employment
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment.
- Evidence of full immunisation against COVID-19 and Influenza



**Inherent Requirements**

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The role may require the following tasks among other things:

<b>Consumer Care Role</b>	
<ul style="list-style-type: none"> <li>▪ manual handling ( pushing, pulling equipment)</li> <li>▪ general consumer handling and clinical duties</li> <li>▪ sitting, standing, bending, reaching, holding</li> <li>▪ pushing pulling trolleys and equipment</li> <li>▪ working alone</li> <li>▪ general clerical, administration work, computer work</li> <li>▪ use of personal protective equipment and handling</li> <li>▪ operating equipment</li> <li>▪ handling general and infectious waste</li> <li>▪ participating in shift work and on-call</li> </ul>	<ul style="list-style-type: none"> <li>▪ Exposure to substances and hazardous materials</li> <li>▪ working at other locations may be required</li> <li>▪ dealing with anxious or upset consumers or members of the public</li> <li>▪ driving a motor vehicle</li> </ul>

<b>Reviewed by</b>	<b>Executive Director People &amp; Culture</b>
<b>Issued</b>	<b>September 2020</b>
<b>Reviewed</b>	<b>September 2024</b>

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health’s Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: \_\_\_\_\_ / / \_\_\_\_\_

\_\_\_\_\_  
(Print Name)