



## ROLE DESCRIPTION

<b>Role Title</b>	Direct Care Worker - Residential
<b>Classification Code</b>	Health Ancillary Level 4 (WHA4)
<b>Position Number</b>	P23975
<b>Local Health Network</b>	Yorke & Northern Local Health Network Inc
<b>Hospital/ Service/ Cluster</b>	Snowtown
<b>Division</b>	Nursing
<b>Department/Section / Unit/ Ward</b>	Nursing
<b>Role reports to</b>	Nurse Unit Manager and/or Director of Nursing
<b>Role Created/ Reviewed Date</b>	April 2017
<b>Criminal History Clearance Requirements</b>	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NDIS Worker Screening
<b>Immunisation Risk Category</b>	Category A (direct contact with blood or body substances)

## ROLE CONTEXT

### Primary Objective(s) of role:

The Direct Care Worker (Residential) will assist in providing a direct client service to residents of the Residential Care Home.

The Direct Care Worker (Residential) is accountable to the Nurse Unit Manager and works in close collaboration with health professionals and is part of a multi-disciplinary team.

Employees at this level are accountable for their own actions.

### Direct Reports:

Nil

### Key Relationships/ Interactions:

#### Internal

- > Work under the direct or indirect supervision of a Registered Nurse/Midwife and work may be overseen by an Enrolled Nurse within a care team.
- > Maintains cooperative and productive working relationships within all members of the health care team

#### External

- > Maintain relationships with non-government organisations or other government organisations.

### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Working with patient where there are multiple complexities and diverse cultural backgrounds.
- > Recognising and responding to clinical deterioration or other incidents and escalating appropriately
- > Providing evidenced based care, developing clinical skills while keeping up to date with professional standards of practice and quality management initiatives consistent with organisational policies

**Delegations:**

Nil

**Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

**Performance Development**

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and SA Health values and strategic directions.

**General Requirements:**

\*NB Reference to legislation, policies and procedures includes any superseding versions

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012* (SA) and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014* (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993* (Cth) – 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012* (SA)
- > *SA Information Privacy Principles*
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009* (SA), *Health Care Act 2008* (SA), and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- > *Health Practitioner Regulation National Law (South Australia) Act 2010*
- > *Mental Health Act 2009* (SA) and Regulations
- > *Controlled Substances Act 1984* (SA) and Regulations
- > The Nursing and Midwifery Board of Australia Registration Standards (including the Guidelines and Assessment Frameworks for Registration Standards)
- > The Nursing and Midwifery Board of Australia Professional Practice Codes and Guidelines (including Competency Standards, Codes of Ethics and Professional Conduct, Decision Making Framework and Professional Boundaries)
- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time
- > SA Health / Yorke & Northern Local Health Network Inc policies, procedures, and standards.

**Handling of Official Information:**

- > By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.
- > SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.
- > SA Health employees will not misuse information gained in their official capacity.
- > SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

**White Ribbon:**

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

**Cultural Statement:**

Yorke & Northern Local Health Network Inc welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge, and life experiences they bring to the workplace. This LHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

**Special Conditions:**

\*NB Reference to legislation, policies and procedures includes any superseding versions

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory National Police Certificate (NPC).
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- > Prescribed positions under the Disability Services Act 1993 must obtain a satisfactory Disability Services Employment Screening through the Department of Human Services (DHS) Screening Unit
- > NPCs and DHS Disability Services Employment Screenings must be renewed every 3 years thereafter from date of issue.
- > WWCCs must be renewed every 5 years thereafter from date of issue.
- > Must be an Australian Resident or hold a current working visa.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills, and capabilities either on a permanent or temporary basis subject to relevant provisions of the Public Sector Act 2009 for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > The incumbent may be required to undertake further study to obtain a qualification which supports the needs of the health unit. Where further study is required, Yorke & Northern Local Health Network Inc will provide support and assistance in accordance with provisions of the SA Health (Health Care Act) Human Resources Manual. Note, however, this Special Condition does not apply to existing LHN employees with continuous employment with the LHN which commenced prior to 1 October 2016.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<b>Direct/indirect patient/client care</b>	<ul style="list-style-type: none"> <li>&gt; Assist nurses/midwives in routine tasks with patients/clients associated with the activities of daily living.</li> <li>&gt; Performs a range of duties that require basic skills, knowledge, training and experience.</li> <li>&gt; Routine technical support functions at the level of setting up for nursing procedures, cleaning equipment, and managing local stock levels.</li> <li>&gt; Provide person centred care.</li> </ul>
<b>Support of health service systems</b>	<ul style="list-style-type: none"> <li>&gt; Contributing to the maintenance of a physically and culturally safe environment for patients/clients and staff.</li> <li>&gt; Participation in quality improvement activities through recording and reporting of data.</li> <li>&gt; Follows established guidelines, protocols, procedure, standards, and systems of work as set out by the organisation.</li> </ul>
<b>Education</b>	<ul style="list-style-type: none"> <li>&gt; Undertake nursing/midwifery care and procedures that assist them in their learning capacity to develop the competencies required to achieve the qualification in which they are enrolled (within the defined organisational scope of an AIN/M).</li> </ul>
<b>Research</b>	<p>Contributes to evaluative research activities through recording and reporting of data.</p>
<b>Professional leadership</b>	<ul style="list-style-type: none"> <li>&gt; N/A.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications**

- > Completed AQF Certificate III relevant to the position.

#### **Personal Abilities/Aptitudes/Skills:**

- > Proven ability to work well within a team environment.
- > Sound interpersonal and communication skills and the ability to relate to people from different cultures, backgrounds, and circumstances.
- > Ability to use discretion and maintain strict confidentiality.
- > Proven ability to meet deadlines and timeframes.
- > Effective verbal and written communication skills.
- > Ability to work in a multidisciplinary team environment.
- > Ability to provide person-centred care

#### **Experience**

- > Experience in the provision of a direct care service in a health-related field
- > Experience in dealing with aged, frail or disabled persons.
- > Proven experience in exercising own judgement and initiative in the day to day execution of a position.
- > Experience in the use of computer packages e.g., Microsoft Word, Excel

#### **Knowledge**

- > Knowledge of safe working conditions.
- > Knowledge and commitment to customer service principles.
- > Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards.

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications**

- > A current first aid certificate

#### **Personal Abilities/Aptitudes/Skills:**

- > Nil

#### **Experience**

- > Provision of personal care to resident/client/patient/ client within Community, Nursing Home or supported accommodation service.

#### **Knowledge**

- > Knowledge of Aged Care standards
- > Knowledge of aged care related issues.

## ORGANISATIONAL CONTEXT

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### Organisational Overview:

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Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care, and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological, and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

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### Our Legal Entities:

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SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

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### SA Health Challenges:

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The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

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### Health Network/ Division/ Department:

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Yorke and Northern Local Health Network Inc. (YNLHN) aspire to be the best provider of rural and remote health services in Australia. YNLHN, through the inspiration and hard work of its people, delivers high quality and innovative health services to improve health outcomes for country South Australians.

YNLHN delivers a comprehensive range of health services in hospital, aged and community settings according to population needs. It focuses on integrating its service delivery with metropolitan hospitals and other service providers in country locations.

The safety and quality of health services in YNLHN is of primary importance. YNLHN participates in rigorous national accreditation processes and engages local community members to provide insight and knowledge about the needs of consumers and potential strategies to achieve the best service

## VALUES

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### SA Health Values

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The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect, and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

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### Code of Ethics

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The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: \_\_\_\_\_

Role Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## Role Acceptance

### Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_