



ROLE DESCRIPTION

Role Title:	Paramedical Aide
Classification Code:	Operational Services Officer (OPS2)
LHN/ HN/ SAAS/ DHA:	Riverland Mallee Coorong Local Health Network
Hospital/ Service/ Cluster	Riverland
Division:	Community & Allied Health Services
Department/Section / Unit/ Ward:	Community & Allied Health Services
Role reports to:	Community Care Coordinator
Role Created/ Reviewed Date:	March 2021
Criminal History Clearance Requirements:	<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
Immunisation Risk Category	<input checked="" type="checkbox"/> Category A <input type="checkbox"/> Category B <input type="checkbox"/> Category C

ROLE CONTEXT

Primary Objective(s) of role:

Provides high-quality home-based care to clients, based on the philosophy of supporting individuals in their chosen environment.

The objectives of the programs are:

- to provide high quality support, at a low intensity on a short-term or ongoing basis, or higher intensity services on a short term or episodic basis, to frail, older people to maximize their independence at home and in the community for as long as they choose, thereby enhancing their wellbeing and quality of life.
- support frail, older clients aged 65 years and over (50 and over for Aboriginal and Torres Strait Islander people) through the direct service delivery.
- support clients to delay or avoid altogether the need to move into more expensive forms of aged care, so that the whole of system aged care costs can be kept at a sustainable level.
- ensure that all clients, including those with special needs, have equity of access to services that are socially and culturally appropriate and free from discrimination.
- ensure through the quality framework, including the Home Care Standards, that clients receive high quality services.
- facilitate client choice – to enhance the independence and wellbeing of older people and ensure that services are responsive to the needs of clients.
- provide flexible, timely services that are responsive to local needs.

The Paramedical Aide will work with clients, their family, advocate or carer to form the basis of the Care plan.

The Paramedical Aide will be empowered to utilise their expertise and professional judgement to design flexible and appropriate services to meet the client's unique needs within the boundaries of the relevant program guidelines.

Resilience:

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

Key Relationships/ Interactions:Internal

- > Team Meetings
- > Client Care Planning Meetings
- > Liaises with other Community Health workers and service providers within the Region.
- > Develops and maintains effective working relationships at all levels within the health service and with other agencies.

External

Liaise with external service providers as required

Challenges associated with Role:

Major challenges currently associated with the role include:

- > There are significant challenges in meeting the needs of clients considering compliance of multiple contributing factors. Consideration is given to clients with special needs including clients from culturally and linguistically diverse backgrounds, which require supportive strategies to ensure equitable access to health information and services.

The Paramedical Aide requires a broad range of knowledge and skills. The incumbent is required to function under indirect supervision, maintaining adequate time management, assist in the delivery of high-quality home care services and ensure compliance with policies and legislation relevant in a health care setting.

Delegations:

- > N/A

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:

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 (WHS).
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- > Disability Discrimination.
- > Code of Fair Information Practice.
- > Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008, 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.

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:

Riverland Mallee Coorong Local Health Network (RMCLHN) welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. RMCLHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Special Conditions:

- > 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 or from an accredited CrimTrac Provider confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- > Prescribed positions under the National Disability Insurance Scheme (NDIS) Act 2013 must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- > NPCs must be renewed every 3 years thereafter from date of issue.
- > WWCCs and NDIS Worker Screening Checks must be renewed every 5 years thereafter from date of issue.
- > 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.
- > Drivers licence essential.
- > Must be an Australian Resident or hold a current working visa.
- > Some travel within the Riverland, Mallee Coorong region may be required.
- > Some out of hours work may be required.
- > Attendance at mandatory training sessions as determined by the organisation.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Service Provision	<p>Provides high-quality home-based care to clients, based on the philosophy of supporting individuals in their chosen environment.</p> <ul style="list-style-type: none"> > To assist clients with Activities of Daily Living. > Deliver, monitor and retrieve equipment and ensure safe working order. > Assist clients by promoting their independence within their home. > Under direction from My Aged Care (MAC) assist in conducting holistic assessments and the negotiation of Care Plans that maximise the client's independence, wellbeing and dignity. > Assist with Case Management of clients by regular monitoring of Care Plans and undertake Reassessments to ensure that an optimum level of services is maintained to meet changing needs. > Liaise with the Community Care Coordinator regarding the selection of appropriate skilled staff for client service provision. > Ensure that clients are made aware of their rights respecting their privacy, confidentiality and dignity, fulfilling duty of care requirements. > Promote continuity of care for clients by attending meetings and effective liaison with hospital and residential aged care staff, other health professionals and agencies involved when appropriate. > Ensure a high standard of flexible service provision through the development, understanding and maintenance of the impact of complex needs. > Communicate effectively with clients, their carers and families recognising and respecting individual differences, backgrounds and beliefs. > Ensure that primary health care and social justice principles underpin the delivery of services.
Documentation and Administration	<ul style="list-style-type: none"> > Maintain accurate and timely client records and statistical data. > Formulate and maintain up to date safe operating procedures in liaison with the Community Care Coordinator, QRS Business Unit and other relevant stakeholders. > Provide negotiated assistance to clients by the delivery, monitoring and retrieval of specified items of equipment and ensure items are in safe working condition and records maintained. > Enhance client independence through the delivery of direct service provision by assisting in personal care, rehabilitation activities and self-medication under the direction of professional staff. > Contribute to the effective functioning of the Program by following agreed procedures, policies and guidelines for service provision and in the identification of gaps within the program. > Ensure effective functioning of the service in assisting to fulfil the organisations reporting requirements and budget monitoring.
Teamwork and Communication	<ul style="list-style-type: none"> > Work as part of a multidisciplinary team to ensure holistic assessment, review and ongoing management of client choice in care requirements and social needs. > Contribute to the effective functioning of the program by aiding the Community Care Coordinators in the recruitment and training of Direct Care Worker – Community (DCW-C) staff.

<p>Continuous Improvement</p>	<p>Quality</p>	<ul style="list-style-type: none"> > Promote a culturally sensitive environment. > Promote a safe, healthy and hazard free working environment by conducting home risk assessments and fulfilling employee responsibilities under Work Health, Safety legislation applicable in the state of South Australia. > Contribute to the health of Riverland residents by participating in service- wide activities such as needs assessment, service planning, and screening and health promotion. > Implement and maintain quality activities and standards in accordance with the Home Care Standards instrument to ensure ongoing provision of high-quality service to clients.
<p>Personal and Professional Development</p>		<ul style="list-style-type: none"> > Attendance at staff meetings and in-service programs. > Maintaining knowledge and skills relevant to the position through participation and in contribution to the facility staff development program. This includes attending mandatory training (i.e. orientation to the organisation, WH&S, fire training).

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Good communication skills, both oral and written.
- > Ability to function under indirect supervision and exercise necessary independent judgement in a professional non-judgemental manner.
- > Ability to work effectively as a team member.
- > Ability to maintain positive work environment.
- > Demonstrated competence in conflict management and resolution.
- > Demonstrated empathy with aged persons.
- > Good interpersonal skills and holistic assessment skills.
- > Good time management skills, flexibility and an ability to set goals; prioritise tasks and meet agreed timelines and objectives.
- > Ability to work and communicate with clients, families, colleagues and other agencies.

Experience

- > Experience and knowledge in health/aged care and how that relates in the community setting.
- > Experience in identifying needs and working closely with clients, families and carers in a multidisciplinary team.
- > Proven experience in exercising own judgement and initiative in the day to day execution of the position.
- > Experience in the use of computer programs e.g. Microsoft Word, Excel

Knowledge

- > An understanding of the needs of frail aged community members.
- > A general understanding of the health and aged care system.
- > Some understanding of financial and statistical reporting requirements.
- > Ability to manage service provision safety in the workplace in accordance with current WHS policies and legislation.
- > Understanding of the principles of social justice and primary health care principles.
- > Knowledge of local services available within the community.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > A minimum qualification in health, aged care or primary health care at TAFE SA Certificate 3 level equivalent or above.
- > Current First Aid certificate including CPR.

Personal Abilities/Aptitudes/Skills:

- > Strong commitment to the promotion and continuous improvement of health care services to the community.
- > Ability to liaise/plan with regional colleagues and take on responsibilities relating to regional meetings and program activities.
- > Demonstrate creativity, initiative and problem-solving skills.
- > Ability to liaise effectively with a wide range of health professionals, human service agencies and community groups.

Experience

- > Experience in the delivery of innovative client services for individuals.
- > Significant experience working in a community based setting.
- > Experience working within a multidisciplinary team setting.
- > Experience working with people with complex needs.

Knowledge

- > An understanding of the different models of care.
- > An understanding of the philosophy of social inclusion.
- > An understanding of the principles of primary health care.
- > An understanding of the philosophy of individuals remaining in their chosen environment.
- > An understanding of applying quality assurance initiatives in relation to aged care.

ORGANISATIONAL CONTEXT

Organisational Overview:

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

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing.

The legal entities include but are not limited to Department for Health and Wellbeing, 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.

SA Health Challenges:

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.

Health Network/ Division/ Department:

Riverland Mallee Coorong Local Health Network aspires to be the best provider of rural and remote health services in Australia. RMCLHN, through the inspiration and hard work of its people, delivers high quality and innovative health services to improve health outcomes for country South Australians.

RMCLHN delivers a comprehensive range of health services in hospital 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 country South Australia is of primary importance. RMCLHN participates in rigorous national accreditation processes and engage local community members to provide insight and knowledge of the needs of consumers and potential strategies to achieve the best service.

RMCLHN Values

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

- > **Respectful** - We treat everyone as equals and value each other's sense of worth.
 - > **Motivated** - We are driven to excel and provide the best quality care to our consumers and communities, when and where they need it.
 - > **Compassionate** - We take care of others and act with kindness, empathy, patience and understanding, in all that we do.
 - > **Consumer Focused** - We partner and collaborate with consumers, their families, carers and communities, to ensure the planning, delivery and evaluation of our health services is tailored to their needs.
 - > **Accountable** - We are dedicated to fulfilling our duties and obligations as a public health service, and endeavour to act with honesty and integrity in all that we do.
 - > **Resourceful** - We are agile, adaptable and able to deal skilfully, creatively and promptly with new situations and challenges.
 - > **Excellence** - We strive to continually improve and redefine processes, exceed standards and expectations, and deliver access to high quality contemporary care for people in our communities.
 - > **Service** - We serve people and our communities courteously, fairly and effectively.
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Integrity Statement

As a public sector employee, you have the 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.

Code of Ethics

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.

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 and RMCLHN's 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 RMCLHN as described within this document.

Name: _____

Signature: _____

Date: _____