

DEPARTMENT OF HEALTH

Statement of Duties

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| Position Title: | Health Care Assistant |
| Position Number: | Generic |
| Classification: | Health Services Officer Level 4 |
| Award/Agreement: | Health and Human Services (Tasmanian State Service) Award |
| Group/Section: | Hospitals North – Primary Health Services |
| Position Type: | Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual |
| Location: | North |
| Reports to: | Relevant Supervisor/Manager |
| Effective Date: | June 2020 |
| Check Type: | Annulled |
| Check Frequency: | Pre-employment (all) and Recurrent (where provided for by the <i>Aged Care Act</i>) |
| Essential Requirements: | <p>Current Driver's Licence (only applicable where the occupant is required to provide services to community based clients)</p> <p><i>*Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer if a registration/licence is revoked, cancelled or has its conditions altered.</i></p> |

NB: The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

Under supervision, and in accordance with Agency policy, legal, regulatory, and funded program requirements, the Health Care Assistant provides high quality care and support to community and/or facility-based clients and assists with a range of daily living activities that a person would normally do for themselves.

Duties:

1. Assist clients with a range of personal care and daily living activities including personal grooming and hygiene, nutrition, and hydration, and lifting, repositioning and client transfers.
2. Deliver, collect, and clean equipment and aides for clients.
3. Report any malfunctioning equipment to the relevant person.
4. Maintain the supply of linen, non-medical supplies, and client's clothing.
5. Remove and distribute soiled linen, soiled clothing and rubbish to the relevant collection points as required.
6. Assist nursing staff in the preparation of bodies for their transfer to the mortuary as directed.
7. Liaise with, and provide regular feedback to, health care providers within the immediate service in relation to changes in client health status.
8. Maintain accurate records and complete relevant documentation including client contact and daily progress notes, service activity information, work sheets, tick sheets, timesheets, and relevant statistical data.
9. Establish effective relationships with clients, carers and other health care professionals and actively participate in client case conferences, team meetings and other relevant activities, including staff development.
10. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
11. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Key Accountabilities and Responsibilities:

In accordance with the approved care plan, policies, procedures, protocols, guidelines, and legislative requirements, and under the direction of the relevant supervisor, the Health Care Assistant will:

- Provide care in a proficient, caring, and respectful manner, ensuring and maintaining the client's wellbeing and client's/carer's confidentiality.
- Report any changes to the client's wellbeing to the relevant supervisor/manager.
- Be flexible in the provision of client care and, recognising own limitations, seek assistance when necessary.
- Take due care with property and equipment whilst maintaining a high standard of personal and environmental hygiene.
- Participate in self-development and training activities.
- Receive work performance feedback and evaluation from the respective Manager.
- Champion a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.

- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. *The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a. crimes of violence
 - b. sex related offences
 - c. serious drug offences
 - d. crimes involving dishonesty
 - e. serious traffic offences (identified community based positions only)
2. Identification check
3. Disciplinary action in previous employment check.

*As required by the Commonwealth Home Support Program and/or the Aged Care Act, occupants within identified roles are required to undertake a conviction check assessment every three years.

Selection Criteria:

1. Holds or is working towards a Certificate III in Aged Care or equivalent and demonstrated knowledge and understanding of working with the frail aged, people with disabilities and people affected by dementia, including knowledge and understanding of client confidentiality and consumer rights.
2. Demonstrated experience in providing personal care services and the ability to perform activities of daily living in line with individual client needs in a residential, inpatient and/or community setting.
3. Well-developed observational skills and the ability to recognise changes in the client's presentation and implement appropriate behaviour management strategies.
4. Effective oral and written communication skills and the ability to develop and maintain a positive and effective rapport with clients, their families and carers, work colleagues and other health and community service providers.
5. Demonstrated ability to organise work to meet deadlines and commitments, including the completion of administration duties such as maintaining health records and routine data collection whilst working under minimal supervision.
6. Knowledge and understanding of Work Health and Safety issues and the practical application of these in relation to the role of Health Care Assistant.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles | Tasmanian Department of Health](#).