

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Emergency Department Support Officer
Position Number:	Generic
Classification:	Health Services Officer Level 5
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals North – Launceston General Hospital Hospitals North West – North West Regional Hospital Hospital North West - Mersey Community Hospital
Position Type:	Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual
Location:	North, North West
Reports to:	Nurse Unit Manager - Emergency Department / Supervisor, Medical Orderlies
Effective Date:	April 2020
Check Type:	Annulled
Check Frequency:	Pre-employment

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:

Assist the Nurse Unit Manager (NUM) - Emergency Department (ED) in ensuring a safe and secure environment within the ED.

Act as a member of the Code Black Team across the entire Hospital afterhours and conduct internal hospital security functions as directed.

Provides support services to the ED that includes assisting with transporting patients to and from diagnostic services.

Provide manual handling assistance with patient care requirements when and as directed.

Assist the NUM in the maintenance and management of ED equipment.

Duties:

1. Assist in maintaining a secure working environment by:
2. Managing patient/visitor behaviour to, where possible, prevent aggressive incidents from occurring.
3. Responding to aggressive incidents under the direction of the clinical team.
4. Management of visitors/patients in the ED and/or waiting rooms.
5. Monitoring internal CCTV cameras.
6. Ensuring the area is secure with frequent patrols and checking of entrances, exits and personnel.
7. Maintaining a static presence within the ED.
8. Escorting of nursing and/or medical staff to vehicles as and when required.
9. Assist with the management of Mental Health Clients within ED, e.g. patients subject to Initial Orders.
10. Respond to Hospital Wide Code Black calls if available afterhours.
11. Assist medical, nursing and allied health staff in the manual handling of patients and general patient care requirements when directed, including lifting patients in and out of bed, lifting, positioning and turning patients in bed by manual or mechanical means.
12. As directed retrieval of patients from vehicles into department and accompany of patient discharge to relevant discharge point.
13. As directed assist in the evacuation of patients due to an internal emergency, e.g. fire, bomb threat, gas leak.
14. Provide urgent and non-urgent transportation to and from Diagnostic Services after 9pm seven (7) days a week for ED patients and provide support during hours as and when required.
15. Assist in the maintenance and management of equipment including reporting of PULSE.
16. Adheres to hospital policy and procedures relevant to the area.
17. 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.
18. 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:

- Occupants of these positions are directly responsible to the NUM or the Registered Nurse in charge of the shift for the provision support services to the ED. The Medical Orderly Supervisor in charge of the particular shift will provide advice and support for issues not covered by existing procedures or methods.
- Assisting to maintain safe and secure working environment within the ED.
- Operates under direction of the clinical lead in the management of aggressive incidents.

- Maintains a high standard of support services provision in accordance with established policies, guidelines and procedures.
- Works collaboratively with staff from other areas of the hospital and establishes a successful working relationship.
- Champions 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, exercises 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.
- Complies 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
2. Identification check
3. Disciplinary action in previous employment check.

Selection Criteria:

1. Knowledge of aggression management response techniques and Code Black Response Team procedures.
2. Knowledge of manual handling and the skills required to safely lift and position patients.
3. Knowledge appropriate to the role of Work Health and Safety and emergency response procedures, e.g. Fire, Bomb Threats and Evacuation Procedures.
4. Well-developed written and verbal communication skills with the ability to function as part of a multidisciplinary team with a caring approach towards patients and/or relatives/carers, while maintaining confidentiality at all times.
5. Demonstrated knowledge of the role and function of the ED and the ability to initiate, prioritise and organise workload according to demand.

6. A good understanding of a practical application of Infection Control including the five moments of hand hygiene.

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](#).