

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Support Officer - Surgery
Position Number:	527226
Classification:	Health Services Officer Level 5
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals North/North West – Launceston General Hospital Department of Surgery
Position Type:	Fixed-Term, Full Time/Part Time
Location:	North
Reports to:	Nurse Unit Manager - Acute Inpatient Surgical and Medical Orderly Supervisor
Effective Date:	April 2022
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 North Surgical Nurse Unit Managers in ensuring a safe and secure environment within surgical wards.

Assist in maintaining a secure working environment by supporting nursing staff in managing patients with behaviours of concern, delirium, high falls risk, self-harm or cognitive decline.

Respond to aggressive incidents under the direction of the clinical team.

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

Assist the Nurse Unit Manager (NUM) and Nursing team management in the maintenance and management of surgical ward equipment.

Duties:

1. Provide support services to the surgical wards that includes assisting with transport of patients to and from diagnostic services where applicable.
2. Respond to Hospital Wide Code Black calls if available afterhours.
3. 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.
4. As directed assist in the evacuation of patients due to an internal emergency.
5. Assist in the maintenance and management of equipment including reporting of PULSE.
6. 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 and related training.
7. 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:

The Support Officer is directly responsible to the NUM or the Registered Nurse in charge of the shift for the provision of support services to surgical wards. The occupant of this role is responsible for:

- Assisting to maintain a safe and secure working environment within surgical wards.
- Operating under direction of the clinical lead in the management of aggressive incidents.
- Maintaining a high standard of support services provision in accordance with established policies, guidelines, and procedures.
- Working collaboratively with staff from all other areas of the hospital and establishing successful working relationships.
- Where applicable, exercising 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.
- Complying at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

Pre-employment Conditions:

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. Demonstrated knowledge of the role and function within a surgical ward and the ability to initiate, prioritize and organise workload according to demand.
2. 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.
3. Knowledge of manual handling and the skills required to safely lift and position patients.
4. Knowledge of aggression management response techniques and Code Black Response team procedures.
5. A good understanding of the practical application of Infection Control, including the five moments of hand hygiene.
6. Knowledge appropriate to the role of Work Health and Safety and emergency response procedures, e.g Fire, Bomb Threats and Evacuation Procedures.

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 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](#).