

Statement of Duties

Position Title: Attendant	Position Number: Generic	Effective Date: February 2015
Group and Unit: Tasmanian Health Service - Mersey Community Hospital		
Section: Relevant Ward/Clinical Area	Location: North West	
Award: Health and Human Services (Tasmanian State Service)	Position Status: Permanent/Fixed Term/Casual	
	Position Type: Full Time/Part Time/Casual	
Level: 5	Classification: Health Services Officer	
Reports To: Head Attendant and Co-Director of Nursing – Mersey Community Hospital		
Check Type: Annulled	Check Frequency: Pre-employment	

Focus of Duties:

- Provide support to the Nursing/Medical Staff by undertaking general porting/orderly duties and tasks throughout the organisation supporting the smooth running of the Hospital.
- As part of Emergency Response Team the Attendants will actively participate in all Emergency Codes, and will assist with Hospital wide security as part of the Code Black Response Team.
- The Attendants will promote the principles of Quality Health Care and Customer Services and foster a positive environment for patient outcomes, providing a high standard of customer service and confidentiality.
- In accordance with Orthopaedic Consultants specifications provide a range of plaster casting services to patients in outpatient fracture clinics, wards and the Emergency Department in an emergency response capacity.

Duties:

1. Provide assistance to patients and other members of the Health Care Team including patient transfers.
2. Undertake positioning and general care of patients throughout the Hospital.
3. Participate in Emergency Procedures (Cardiac Arrest/Medical Emergency) as required, including actively participating in Code Response Teams, specifically assigned to provide cardiac compressions and associated duties within the scope of training and competency.
4. Ensure a high standard of maintenance and safety of patient aids, including crutches, wheel chairs, traction, patient hoists, Gazunders' and medical gas supplies, as well as daily audits of same.
5. Respond in the first instance to medical gas supply alarms, change cylinders and escalate as required.

6. Ensure internal Hospital security and assist management with aggressive incidents. (Attendants are part of Code Black Response Team and are trained in Code Black procedures in accordance with Hospital Policies and Procedures).
7. Arrange viewings of deceased persons in the Hospital Mortuary. Receive and dispatch deceased persons that are transferred to and from the Hospital Mortuary, including registering deceased persons who are sent to Launceston General Hospital or Royal Hobart Hospital for autopsy.
8. Provide plaster casting attendant services to the Emergency Department, Wards and Outpatients Fracture Clinics including removal and application of casts to patients as specified by Orthopaedic Consultants.
9. Provide Orthotic Prosthetic Casting Services to fit removable rigid dressing and prosthetic casting kits.
10. Collect blood products from Pathology and complete documentation.
11. Use and maintain radio communications for job allocation, Code responses and other tasks, and educate new staff members in the use of radio communications.
12. Maintain, track and audit departmental general property such as wheelchairs, crutches and weight scales, and report loss or damage. Undertake annual calibration checks on weight equipment. Report all equipment faults through BEIMS and apply hazard signage as appropriate.
13. Maintain, audit and transport manual handling and bariatric equipment including, ECHO, Ultra Sound, IV Pumps, Patient Weight Scales and Hospital beds.
14. Maintain and clean the Mortuary, check fridges and temperature and change the electric trolley.
15. Participate in, and contribute to, continuous quality improvement activities.
16. Attend training sessions offered, recognising the importance of staff development, knowledge and acquisition of new skills, and provide training and support to less experienced Attendants.
17. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
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.

Scope of Work Performed:

- Direction and supervision is received from the Head Attendant, with additional guidance and support received from Nursing and Medical Staff.
- Guidance and supervision provided by the Nurse Unit Manager when in Theatre.
- The incumbent will be expected to exercise independent judgement relating to the performance and prioritising of tasks.
- It is expected that the Attendant will work collaboratively with staff from all areas of the hospital and establish successful working partnerships.

- Practice within annual mandatory competencies in accordance with Infection Control Protocols and responsible for observing high standards of personal hygiene.
- Maintain appropriate conduct and confidentiality in relation to patient information and treat patients, family members, service providers and advocates with professionalism and respect.
- Provide support and training for inexperienced Attendants and other staff.
- Exercise reasonable care in the performance of duties consistent with Work Health and Safety legislation.
- Comply at all times with THS policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

Essential Requirements:

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 of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

- 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 hospital procedures and protocols and an understanding of the Attendant role, or the ability to quickly acquire this knowledge and understanding.
2. Knowledge of manual handling techniques, Department of Emergency procedures and emergency response skills or the ability to acquire such knowledge.
3. Knowledge of and the ability to apply Work Health and Safety policies, together with knowledge of continuous Quality Improvement processes.
4. Well-developed understanding of the practical application of infection control relating to the relevant clinical environment.
5. Demonstrated effective communication and interpersonal skills, with the ability to work effectively both autonomously and in a team environment and contribute to staff orientation and professional development.

Working Environment:

The Department of Health (DoH) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health and human services system, and value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

Fraud Management: The Department of Health and Tasmanian Health Service have a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Director HR Management and Strategy or to the Manager Internal Audit. The DoH and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. The DoH and THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

Blood borne viruses and immunisation: Health Care Workers (as defined by DoH and THS policy) with the Department of Health and Tasmanian Health Service are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

Records and Confidentiality: Officers and employees of the Department of Health and the Tasmanian Health Service are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

Smoke-free: The Department of Health and the Tasmanian Health Service are smoke-free work environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.