DEPARTMENT OF HEALTH

Statement of Duties

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| **Position Title:** | Attendant |
| **Position Number:** | Generic |
| **Classification:** | Health Services Officer Level 5 |
| **Award/Agreement:** | Health and Human Services (Tasmanian State Service) Award |
| **Group/Section:** | Hospitals North West – Mersey Community Hospital |
| **Position Type:** | Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual |
| **Location:** | North West |
| **Reports to:** | Head Attendant and Nursing Director - Operations MCH |
| **Effective Date:** | June 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:

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, wheelchairs, 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 beds, mattresses, wheelchairs, crutches and weight scales, and report loss or damage. Undertake annual calibration checks on weight equipment. Report all equipment faults through the PULSE System 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 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:

* 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.
* 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:
   1. crimes of violence
   2. sex related offences
   3. serious drug offences
   4. 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 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](http://gormpr-cm01/pandp/showdoc.aspx?recnum=P19/000365).