



## ROLE DESCRIPTION

<b>Role Title</b>	Direct Care Worker - Residential
<b>Classification</b>	Health Ancillary Level 4 (WHA4)
<b>Stream</b>	Direct Care
<b>Position Number</b>	
<b>Local Health Network</b>	Yorke and Northern Local Health Network
<b>Business Unit</b>	Yorke and Northern Local Health Network
<b>Department/Section / Unit/ Ward</b>	Aged Care
<b>Role Report To:</b>	For Clinical issues: Nursing Unit Manager of the site employed at when issue occurred.  Payroll and Human Resource Issues: Nursing Unit Manager or Director of Nursing of Base Site.
<b>Type of Appointment</b>	<input type="checkbox"/> Ongoing
	<input type="checkbox"/> Temporary
	<input type="checkbox"/> Casual
<b>Criminal History Clearance Requirements</b>	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NDIS Worker Screening <a href="#">Please click here for further information on these requirements</a>
<b>Immunisation Risk Category</b>	Category A (direct contact with blood or body substances) <a href="#">Please click here for further information on these requirements</a>

## ROLE SPECIFICATION

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### Summary of the broad purpose of the role in relation to the organisation's goals

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The Direct Care Worker (Residential) will assist in providing a direct client service to residents of the Residential Care Home.

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### Reporting/Working Relationships

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The Direct Care Worker (Residential) is accountable to the Nurse Unit Manager and works in close collaboration with health professionals and is part of a multi-disciplinary team.

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### Handling of Official Information

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By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

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## White Ribbon

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SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

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## Cultural Statement

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Yorke and Northern Local Health Network welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge, and life experiences they bring to the workplace. This LHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

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## Performance Development

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It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and Yorke and Northern Local Health Network values and strategic directions.

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## Special Conditions

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- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory National Police Certificate (NPC).
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- > Prescribed positions under the Disability Services Act 1993 must obtain a satisfactory Disability Services Employment Screening through the Department of Human Services (DHS) Screening Unit
- > NPCs and DHS Disability Services Employment Screenings must be renewed every 3 years thereafter from date of issue.
- > The position is primarily located within the Yorke and Northern Local Health Network.
- > Must be an Australian Resident or hold a current working visa.
- > Current driver's license and willingness to drive.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

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## Statement of Key Outcomes and Activities

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### Contribute to the provision of a qualitative care for residents by:

- Report and record on general observations of individual clients
- Complete routine documentation in accordance with established policies and procedures
- Identify diversional therapy needs of individuals and/or groups
- Provision of diversional therapy to individual and/or groups in accordance with established programs
- Complete routine documentation in accordance with established policies and procedures including appropriate risk assessments of a client's home.

## OFFICIAL

### **Contribute to the efficient and effective operation of the health unit by:**

- May require the setup, program and operation of machinery, equipment and/or facilities, and recording systems including computerised systems
- An ability to determine and appraise methods of work organisation
- Implementation of detailed directions and procedures
- Provide assistance and guidance within their level of expertise to other employees
- Assist in the provision of on-the-job training
- Tasks performed are relevant to a particular worksite or location and are performed either as an individual or team member.

### **Demonstrates and maintains a satisfactory knowledge and skill base to perform role by:**

- Undertaking training as required and maintaining required skills and knowledge applicable to the role.

**An employee at Level 4 will be required to perform duties at the lower level.**

## **GENERAL**

### **Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination by:**

- > Complying with workplace policies and procedures
- > Comply with and have a working knowledge and understanding of the requirement for all staff employed in the organisation in regard to confidentiality
- > Contributing to the development and implementation of departmental strategic directions and plans.
- > Commitment to the continuous improvement in the provision of customer service
- > Comply with and have a working knowledge and understanding of current Food Safety Standards and current Infection Control policies and procedures
- > Correctly utilising appropriate personal protective equipment
- > Regularly participate in personal performance development reviews
- > Participation in continuous quality improvement programs and accreditation activities
- > Ensuring cultural sensitivity is maintained by attending and contributes to their learning in diversity of cultural awareness and cross-cultural training, with a frequency to be determined as appropriate by the organisation
- > All staff will actively support and contribute to risk management by maintaining an awareness of the risks relating to their area of responsibility and accountability including the identification and reporting of such risks
- > It is the responsibility of every employee to ensure that no official record created or received (in any format) is destroyed without following prescribed retention procedures and subsequent authorisation from State Records. It is further the responsibility of every employee to ensure they gain an understanding of what constitutes an official record. It is a requirement that all employees will adhere to the prescribed Policy, Procedures & Practices of this organisation in relation to records management

**Contribute to the well-being of people in South Australia through participation in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.**

**Contribute to the promotion and implementation of the Public Sector Act principles and practices and employee conduct standards, in particular Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements.**

## PERSON SPECIFICATION

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### ESSENTIAL MINIMUM REQUIREMENTS

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**Educational/Vocational Qualifications** (include only those listed as an essential qualification for the specified classification group)

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- Completed AQF Certificate III relevant to the position.
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**Personal Abilities/Aptitudes/Skills:** (related to the job description and expressed in a way which allows objective assessment)

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- Proven ability to work well within a team environment.
  - Sound interpersonal and communication skills and the ability to relate to people from different cultures, backgrounds and circumstances.
  - Ability to use discretion and maintain strict confidentiality.
  - Proven ability to meet deadlines and timeframes.
  - Ability to provide assistance and co-operation to other staff.
  - Demonstrated ability to perform under limited direction.
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### Experience

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- Proven experience in exercising own judgment and initiative in the day to day execution of a position.
  - Experience in the provision of a direct care service in a health related field.
  - Experience in dealing with aged, frail or disabled persons.
  - Experience in the use of computer packages e.g. Microsoft Word, Excel.
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### Knowledge

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- Knowledge of safe working conditions.
- Knowledge and commitment to customer service principles.
- An understanding of the spirit of the principles of the Premier's Safety Commitment and the legislative requirements of Risk Management standard, Equal Employment Opportunity and Occupational Health, Safety and Welfare legislation.

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**DESIRABLE CHARACTERISTICS** (To distinguish between applicants who have met all essential requirements)

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**Educational/Vocational Qualifications** (considered to be useful in carrying out the responsibilities of the position)

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- A current first aid certificate.

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**Personal Abilities/Aptitudes/Skills:** (related to the job description and expressed in a way which allows objective assessment)

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- Nil

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**Experience**

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- Nil

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**Knowledge**

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- Knowledge of Aged Care Standards.
- Knowledge of aged care related issues.

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**Other Details:**

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## ORGANISATIONAL CONTEXT

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### Organisational Overview:

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Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer, and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care, and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological, and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

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### Our Legal Entities:

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SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

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### SA Health Challenges:

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The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

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### Health Network/ Division/ Department:

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Yorke and Northern Local Health Network Inc. (YNLHN) aspire to be the best provider of rural and remote health services in Australia. YNLHN, through the inspiration and hard work of its people, delivers high quality and innovative health services to improve health outcomes for country South Australians.

YNLHN delivers a comprehensive range of health services in hospital, aged and community settings according to population needs. It focuses on integrating its service delivery with metropolitan hospitals and other service providers in country locations.

The safety and quality of health services in YNLHN is of primary importance. YNLHN participates in rigorous national accreditation processes and engages local community members to provide insight and knowledge about the needs of consumers and potential strategies to achieve the best service

## VALUES

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### SA Health Values

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The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect, and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

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### Code of Ethics

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The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:** \_\_\_\_\_ **Role Title:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## Role Acceptance

### Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_