

POSITION DESCRIPTION

Position Title	Support for COVID-19 Testing Clinic: Generalist Health Worker – Administration Support
Directorate	Clinical & Community
Manager	Director of Nursing Clinical Care
Direct Reports	No
Enterprise Agreement	Victorian Public Health Sector (Health & Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2016 – 2020
Classification	HS1A
Employment Status	Casual
Hours of work	Casual
Amendment Date	September 2021

Our Organisations

Castlemaine Health

Castlemaine Health delivers a diverse range of inpatient, outpatient and outreach services to the Shire of Mount Alexander. This includes provision of assessment, rehabilitation and allied health services to neighbouring shires. Castlemaine Health's role within the Loddon Mallee Region has been developed to meet the needs of a growing population.

Vision

Exceptional care of every person, every time.

Values

- Integrity We engage with others in the highest degree of dignity, equity, honesty and trust
- Care We treat people with respect, are compassionate, thoughtful and responsive to their needs
- Unity We work as a team and in partnership with our communities
- Excellence We are committed to achieve our Vision

CHIRP Community Health (CHIRP)

CHIRP is a community based, public benevolent organisation that has been working with the local community since 1984. With more than 30 employees and 70 volunteers, CHIRP provides a wide range of services and programs aimed at promoting health and preventing illness. Our objective is to design and provide services and programs that ensure community members receive primary health, preventative care and community support which is accessible, responsive and of the highest quality. We work to empower individuals and community groups to achieve self-direction in their personal and community health.

CHIRP is an organisation that values diversity and inclusion. Staff members of CHIRP are committed to the social model of health, recognising the impact of external factors such as economic, social, cultural and political conditions on peoples' health and wellbeing. CHIRP has a strong commitment to staff wellbeing and supports the professional growth and accountability of all staff through organisational supervision and a multidisciplinary team approach.

Position Overview

The Generalist Health Worker – Administration Support is a member of the health care team supporting Victorian's health response to COVID 19 and is responsible for the following activities:

1. Completing non-invasive temperature checks and documenting findings and contact details
2. Taking bookings, entering data and coordinating patient flow

The work will be on-site at CHIRP Community Health, with external sites/pop-up testing if required.

Specific Accountabilities

- Provide accurate and timely information to members of the community seeking information in relation to the testing clinic
- Assist with clinic administration, clinic bookings and enquiries from the community
- Ensure the testing clinic is adequately resourced with specimen collectors and other support staff
- Ensure accurate documentation and data entry and excellent attention to detail when collecting and labelling specimens
- Manage the interface with the Department of Health and ensure all information and up-dates are communicated in a timely way
- Monitor the level of stock in the testing clinic and reorder supplies as required
- Perform any other duties as required commensurate with the position classification and the employee's skills, knowledge, experience and qualifications

Organisational Accountabilities

Confidentiality

All staff members must comply with the principles of confidentiality relating to patients, residents, clients and other staff members.

Diversity and Inclusion

Our health services value diversity and inclusion and fostering a workforce that is welcoming of all individuals. Staff members are required to have an awareness of inclusive practice principles as they relate to vulnerable community groups.

Infection Control

All staff members are responsible for minimising the risk of patients, residents, clients, visitors and other staff members acquiring or being exposed to infections arising from activities within the health care environment. Staff members are to support risk management strategies by adhering to relevant Infection Control Guidelines.

Innovation

Staff members recognise that innovation contributes to the successful delivery of contemporary health services to the community. All staff members are encouraged to demonstrate innovation through exploring ideas that solve problems and create solutions.

No-Smoking Policy

To ensure a healthy and safe work environment for staff, volunteers, patients, residents, clients and visitors, smoking is not permitted on health service grounds, in buildings and offices or in any vehicle.

Occupational Health & Safety

All staff members have the right to a safe working environment and should advise their direct line manager of any risk or condition likely to result in accident or injury. All staff members have the responsibility to take reasonable care of their own health and safety, to co-operate with OH&S policies, and to participate in appropriate safety education and evaluation activities.

Organisational Values

All staff members must demonstrate and uphold their health service's vision, mission and values. This includes accepting accountability and responsibility for their actions, demonstrating a commitment to ongoing education and professional development, and working within current scope of practice.

Pre-Employment Security Screening

All staff members must obtain and/or maintain a current and satisfactory National Police Check for the duration of employment. A Working with Children Check and Disability Worker Exclusion Scheme check may also be required for particular positions.

Quality Improvement

Staff members are required to participate in Continuous Quality Improvement programs to encourage excellence of care and ensure effective and safe use of resources. Staff members have a role and responsibility in identifying opportunities for improvement and implementing strategies to do so.

Our Health Services are committed to providing an environment that promotes quality learning and further education. Where relevant, staff are required to contribute to the planning and delivery of further education placements, participate in appropriate staff development, training and education opportunities and share knowledge with other staff members.

All staff members are required to participate in regular formal and informal performance review meetings.

Risk Management

All staff members have a duty to take a proactive role in contributing to the identification, management and reporting of risks, including near misses and hazards. Staff members who identify a risk are required to take first line action to minimise the risk and to then report it to their direct line manager for further management. All staff members are required to report any incidents that occur during the course of their duties.

Workplace Behaviour and Codes of Conduct

- All staff members are required to carry out lawful and reasonable directions as outlined in this position description or as delegated to them
- All staff members are required to comply with the legal requirements associated with general employment and those specific to their qualifications and area of work
- Where required, staff members must abide by professional standards and codes of conduct and ethics issued by the professional association relevant to their discipline
- All staff members are required to demonstrate behaviours that are consistent with their health service's Codes of Conduct and the Code of Conduct for Victorian Public Sector Employees.
- All staff members have the right to equal opportunity and a work environment free from any form of workplace harassment and bullying. All staff members must adhere to their health service's policies in this regard and participate in education and training
- All staff members must demonstrate an understanding of appropriate behaviours when engaging with children in line with their health service's child safety policies and codes of conduct

Key Selection Criteria

1. Previous experience in phone and office-based administration and/or customer service roles
2. Prior experience working with people of diverse backgrounds, personalities and varying needs
3. Highly developed interpersonal and communication skills, including a collaborative and cooperative approach to relationship building with others
4. Demonstrated commitment to the principles of the Social Model of Health
5. Sound computer literacy, including experience with Microsoft Office suite

Other

1. Individuals must be available to work during the Clinic’s regular operating hours of Tuesdays and Fridays between 10.00 am – 12.00 pm
2. Individuals not available to work during the Clinic’s regular operating hours are welcome to apply to join the casual pool which is drawn on to meet surge demand.
3. Appointment is subject to a satisfactory Staff Immunisation Clearance (ie. individuals must be fully vaccinated against COVID-19)

Additional Information

Social Model of Health

Where programs and services operate within the Social Model of Health, an understanding of the social determinants of health will be incorporated in the planning and delivery of programs and services. Staff members will engage and partner with clients and communities to achieve optimal health outcomes.

Person Centred Care

Person Centred Care (PCC) is a philosophical approach to how health services provide care to patients, residents, clients and interact with other customers, including staff, volunteers and visitors. PCC is based on the principles of respect, value of the individual and the need to deliver service in an environment that supports peoples’ physical, emotional, social and psychological needs. PCC is underpinned by a culture of collaboration and partnership and all staff of our health services are required to adhere to these principles.

Montessori Model of Care

Castlemaine Health has implemented the Montessori approach as a model of care which focuses on the persons’ abilities, capturing their interest and showing respect. It supports people to stay as independent as possible through involvement in meaningful roles and activities.

Other

- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- This Position Description may be amended and activities added or removed as the need arises. Any such amendments will be made in consultation with the relevant staff member/s.

Employee Acceptance

I acknowledge that:

- I have read and understood the requirements of the position as outlined in the Position Description.
- I possess the necessary skills, knowledge, experience and abilities to successfully perform in this position

Name (print): _____

Signature: _____

Date: / /