



### Position Description

<b>Position Title:</b>	General Services Assistant – Casual  This position description is a supporting document to an employee's "Letter of Appointment" and "Variation to Letter of Appointment"
<b>Department:</b>	Administration
<b>PD Issue Date:</b>	Feb 2021
<b>Classification/Award:</b>	<b>Award:</b> Health and Allied Services, Managers and Administrative Officers Victorian Public Sector Multiple Enterprise Agreement (2016-2020) <b>Classification:</b> General Services Assistant , Level 2
<b>Performance Review:</b>	A six-month probation will apply to this position (6 months from date of commencement). Performance reviews will then be held annually.
<b>ROLE</b>	
The role of General Services Assistant is to provide additional assistance, required in response to the COVID 19 pandemic. The role provides assistance across the whole organisation.	
<b>ORGANISATIONAL RELATIONSHIPS</b>	
Reports to: Business Manager Manages/Coordinates: Liases with: All South Gippsland Hospital Staff and visitors to the organisation.	
<b>KEY RESULT AREAS</b>	
<ul style="list-style-type: none"><li>• Screen &amp; temperature test all visitors and employees (at designated entrance) to the organisation, in response to the requirements of the COVID 19 pandemic.</li><li>• Ensure visitors (at designated entrance) complete and sign in &amp; out the visitor register.</li><li>• Ensure current visitor screening tool is followed.</li><li>• Manage visitor access to patients, as per patient list, directed by Nurse in Charge.</li><li>• Ensuring own personal protection, by practising hand hygiene &amp; wearing Personal Protective Equipment (PPE).</li><li>• Provide excellent customer service to all visitors and employees.</li><li>• Backfill, by mutual agreement, in the environmental services department.</li><li>• Backfill, by mutual agreement, in the catering department.</li><li>• Assist with basic administrative duties, as required.</li><li>• Complete cleaning tasks, as required.</li></ul>	

- Demonstrate knowledge and commitment towards quality improvement activities and actively participate in departmental accreditation processes
- Perform other duties reasonably required as directed

### **SPECIALIST SKILLS AND KNOWLEDGE**

- Demonstrate willingness to undertake relevant training / course to develop skills and acquire knowledge
- Ability to participate in the Performance Appraisal.
- Work within scope of practice according to qualifications and APHRA registration is applicable. Work according to the conduct and policies of SGH

### **QUALIFICATIONS AND EXPERIENCE**

- Experience within a health/medical setting is preferred.

### **KEY SELECTION CRITERIA**

- Provide good customer service
- Able to work autonomously

### **MANDATORY COMPETENCIES**

Unless an employee is able to produce authorised evidence of successfully completing an approved mandatory competency, the employee will be required to successfully complete the competencies within the first six months of employment.

Each employee is then required to successfully complete mandatory clinical competencies annually.

### **Organisational Values**

South Gippsland Hospital staff work with each other according to the Values listed below and the behaviours these values require when carrying out business.

These values are:

**Adaptability – Being flexible and accepting of new ideas and change for the better**

**Mutual Respect – We treat others the same way that we would like to be treated**

**Accountability – We accept responsibility for our actions, attitudes and mistakes**

**Trust- We act with integrity and can count on each other**

**Excellence – We do our best at all times and look for ways to improve**

It is expected that staff will work according to these Values when working directly with other staff, clients and members of the community.

### **Occupational Health and Safety**

South Gippsland Hospital recognises its obligation for full compliance with the *Occupational Health and Safety Act 2004* and associated Occupation Health and Safety regulations 2017. All staff are required:

- to comply with safety instructions in their work environment and to familiarise themselves with OH&S procedures.
- to take reasonable care of their own health and safety as well as that of other people who may be affected by their conduct in the workplace.
- to seek guidance about new or modified work procedures.

- to ensure that any hazardous conditions are eliminated or minimised and that near misses and injuries are reported immediately to their supervisor.

If the role includes people management duties, these include the requirement to manage the health and safety of people under this control and support the actions contained in SGH OH&S policies.

### **Infection Prevention and Control**

An effective, integrated organisation-wide Infection Prevention and Control Program is dependent upon the support, recognition, motivation, commitment and integrity of every staff member.

All staff members have a responsibility to maintain infection prevention and control knowledge levels commensurate with the requirements of the position and to adhere to the organisation's Infection Prevention and Control policies and procedures at all times.

### **Learning and Development**

SGH is committed to education.

All staff have a responsibility to undertake their own professional development and actively participate in the learning and development of others. This may involve colleagues, health professionals from other disciplines or students. Inter-professional education is strongly encouraged and supported and is integral to a small rural hospital.

### **Health and Wellbeing**

The health and wellbeing of employees is a priority for South Gippsland Hospital and the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals is recognised in this workplace.

Staff are expected to:

- partake in the promotion of the health and wellbeing of employees
- contribute to an inclusive and health promoting environment
- promote our values of trust, excellence, accountability, adaptability and mutual respect
- promote an organisational culture of positive mental health and wellbeing through supportive leadership, employee participation and shared decision making

### **Diversity Statement**

South Gippsland Hospital is committed to providing employment, health care and all related business based on the principles of access, equity and respect. South Gippsland Hospital acknowledges the Traditional Owners of the land on which we work and pays respect to Elders past, present and emerging.

Staff are expected to provide excellence in care and a safe, welcoming and inclusive health service by:

- extending respect to Aboriginal and Torres Strait Islander people at all times,
- engaging respectfully with all cultures and
- respecting and appreciating what makes each individual different, in terms of age, gender, ethnicity, religion, disability, sexual orientation, education and national origin.

### **Confidentiality**

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of South Gippsland Hospital.

Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information.

Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

### Quality and Risk Management

In order to ensure patient safety and high quality of care:

- Staff are required to participate in the development and maintenance of a quality service through the application of professional standards; participation in quality improvement activities; and compliance with the policies, procedures, practices and organisational goals and objectives of SGH.
- Staff are required to encourage the patient to partner with the health care team and be at the center of all care decisions.
- Staff are required to contribute to the development and maintenance of the SGH Risk Management Framework and apply the framework to identify, evaluate and minimise exposure to risk.
- Staff are required to abide by the Code of Conduct for Victorian Public Sector Employee
- Clinical leaders are required to help support other clinicians to understand and perform their delegated safety and quality roles

### Special Requirements

- New staff will be required to satisfactorily complete a National Police Records, and Working with Children Check prior to commencing employment.
- Should your role require you to drive a South Gippsland Hospital vehicle, a current Victorian Drivers Licence is required. Loss of licence or any licence infringement must be reported by the employee to Management immediately.
- A completion of pre-existing injury or illness declaration will be required prior to appointment to the position.
- All employees of South Gippsland Hospital are bound to work according to the policies and procedures of South Gippsland Hospital, the Industrial Agreements that provide their terms and conditions of employment, any Scopes of Practice and professional codes of conduct established for your profession, the Code of Conduct for Victorian public sector employees and the provisions of the Fair Work Act, as amended from time to time.
- All employees are required to familiarise themselves with these Policies and Procedures, Agreements, Scopes of Practice, Codes of Conduct and the relevant provisions of the Fair Work Act particularly those which relate to working harmoniously with other staff.

### **INCUMBENT STATEMENT**

I, \_\_\_\_\_ have read, understand and accept  
(please print name)  
the above Position Description.

Signed: \_\_\_\_\_ Date \_\_\_\_\_

Copy to staff member:  Yes  No

Details certified correct by: \_\_\_\_\_ Name: \_\_\_\_\_

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