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SA Health Job Pack

Job Title	Better Care in the Community Program Assistant
Job Number	550721
Applications Closing Date	12 Dec 2014
Region / Division	SA Health - Country Health SA Local Health Network
Health Service	Port Pirie Community Health
Location	Port Pirie
Classification	OPS2
Job Status	Part time, On-going
Indicative Total Remuneration*	\$52,363- \$56,678

Criminal History Assessment

Applicants will be required to complete and submit a Department of Communities and Social Inclusion (DCSI) Criminal History Check. The following checks will be required for this role:

- ☒ Child Related Employment Screening
- ☐ Vulnerable Person-Related Employment Screening
- ☒ Aged Care Sector Employment Screening
- ☒ General Employment Probity Check

Please ensure that the appropriate forms are completed and taken with you to the interview stage of the recruitment process. Further information is available on the SA Health careers website at www.health.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	Mikell Afford
Job Title	Dom Care/HACC/Acting BCIC Coordinator
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Government of South Australia
SA Health

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



ROLE DESCRIPTION

Role Title:	Better Care in the Community – Program Assistant
Classification Code:	OPS2
LHN/ HN/ SAAS/ DHA:	CHSALHN
Hospital/ Service/ Cluster	Port Pirie Regional Health Service
Division:	Community & Allied Health Services
Department/Section / Unit/ Ward:	Better Care in the Community
Role reports to:	Better Care in the Community Clinical Services Coordinator
Role Created/ Reviewed Date:	PP0398 – 12/05/2010 – Reviewed 21/10/2014

ROLE CONTEXT

Primary Objective(s) of role:

The Better Care in the Community (BCC) Program Assistant:

- > Assists in the planning, preparation and provision of BCC services/ programs.
- > Assists BCC clinicians to provide clients with chronic condition self-management strategies, enabling clients to achieve and maintain optimum level of health, wellness, independence and quality of life.
- > Provides program support to the BCC Programs – including Cardiac Services, Cardiac Rehabilitation program, Respiratory Services, Pulmonary Rehabilitation program, Rapid Intensive Brokerage Service, Sleep Study Service, Ambulatory Insulin Stabilisation Service, Health and Wellbeing service and new BCC programs initiatives.
- > Provides efficient and effective administrative and general support to BCC Program and clinicians.
- > Assists in health promotion and education activities by developing and producing resource materials, as well as being available to coordinate events.
- > Assist in achieving BCC program Key Priority Indicators (KPIs) and program aims, (key focus specifically in the areas of Respiratory, Endocrine and Cardiac):
 - reducing and/or avoiding A&E attendances and hospital admissions;
 - reduce length of stay of in-patients;
 - reduce dependency on Metropolitan based services by assisting with early and alternative local BCC services;
 - access to appropriate BCC services for Aboriginal and Torres Strait Islander backgrounds and vulnerable groups.

Key Relationships/ Interactions:Internal

- > Responsible to the Team Leader- Community Care through the BCC Clinical Services Coordinator
- > Liaises closely with the BCC Clinicians and Coordinator to ensure program and service aims are achieved.
- > Maintains cooperative and productive working relationships within all members of the health care team and consumers

External

- > Working in partnership, liaising, consulting, and collaborating with staff, General Practitioners, Medical Specialists, consumers, carers and other agencies (government and non-government organisations, inpatient and community health sectors).

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Not applicable

Delegations:

- > Not applicable

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > Work Health and Safety (WHS).
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- > Disability Discrimination.
- > Code of Fair Information Practice.
- > Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

Special Conditions:

- > This is a permanent part time position working 37.5 hours per fortnight (0.5 FTE).
- > Some out of hours work may be required for which TOIL may apply.
- > A current driver's licence and willingness to drive Government vehicles is essential
- > The incumbent will uphold the values of the SA Health and Country Health SA as reflected in their respective Strategic Plans.
- > The incumbent may be required to enter into an annual performance agreement for the achievement of (specific or service or program) outcomes.
- > Attendance at mandatory training sessions as determined by the organisation.
- > Must be an Australian resident or hold a current working visa.
- > Appointment is subject to a satisfactory Child Related & Aged Care Sector Background Screening and National Criminal History Check obtained through the Screening and Licensing Unit, Department for Communities and Social Inclusion to be renewed every 3 years thereafter from date of issue.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the Public Sector Act 2009 for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for Health Care Act employees.
- > The incumbent may be required to participate 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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Support the achievement and maintenance of client independence, health and wellness:	<ul style="list-style-type: none"> > Participate in the provision of care to the client, under the indirect supervision of the BCC Coordinator and/ or BCC clinicians (e.g. inpatient, outpatient, community). > Implement client therapy and /or care plans under the indirect and/or direct supervision of the BCC Coordinator and clinicians. Registered health professional will complete assessment of clients prior to implementation of therapy or plans by the assistant. > The Assistant will follow the instructions/ therapy/plan/ program as per the Registered Clinicians instructions. The assistant will not initiated therapy or treatment prior to the client being assessed by a registered health professional. The assistant will liaise with the health professional in regard to any therapy plans/program or client clarification/issues or concerns. > Assisting in the planning, implementation and evaluation of therapy groups, education programs. > Undertaking preparation of resources and items for the efficient and effective running of groups and individual therapy sessions following specific plans and programs. > Participating in feedback of each group by reporting observations to the health professional, therapists and clients/carers. > Participating in departmental and multidisciplinary programs and assisting in developing resources for clients and programs. > Implementing therapy programs with clients and carers (as relevant) as designed by health professionals and with ongoing supervision. > Liaise with Nursing Staff, Allied Health Staff, and other professionals regarding clients' condition and ongoing progress. > Facilitate group sessions, programs and health promotion events under the direction of the BCC Clinical Services Coordinator and BCC clinicians. > Assist in co-ordinating and liaising with a diverse range of health and health related professions to ensure the continuity of existing Out of Hospital Strategies. > Establishing and maintaining supportive and professional relationships with clients and their significant others > Advocating for clients > Providing practical assistance to meet the needs of clients and families to develop and maintain wellness and independence > Modelling and reinforcing positive lifestyle changes and interactions
Efficient administrative support to the Better Care in the Community program/ team:	<ul style="list-style-type: none"> > Ensuring necessary correspondence to clients is prepared and sent as directed > Completing statistics and documentation as required. > Ensuring maintenance of resources. > Providing an administration and reception service under the direction of the BCC Clinical Services Coordinator, in line with policies and procedures. > Assists in health promotion and education activities by developing and producing resource materials, as well as being available to coordinate events > Preparing the monthly stock order and restocking treatment rooms & outreach case

Promote Primary Health Care Principles:	<ul style="list-style-type: none"> > Assisting in the development and implementation of health education and promotion programs. > Assisting in the development and implementation of early intervention programs. > Providing services within a Primary Health Care Framework.
Effective and appropriate communication:	<ul style="list-style-type: none"> > Demonstrate the ability to work positively within a team to achieve team goals. > Assist in the identification of goals and objectives for the program area. > Work positively and harmoniously with other team members to achieve service delivery excellence. > Ability to contribute to various committees as required on a divisional and organisational basis. > Demonstrate ability for problem solving and communicating with people from a diverse range of backgrounds. > Participate and assist in the orientation of new staff as this relates to the program area and the organisation. > Participate in the development of procedures that reflect the philosophy of the health service. > Contribute to the education of Health Care orientated students by acting as a resource, demonstrating teaching and promoting the role of a health professional and an interdisciplinary approach. > Delivery of culturally sensitive services for Aboriginal people through close working relationships with the Aboriginal Health Workers > Ensure that all documentation is accurate and completed in a professional and timely manner. > Demonstrate ability to identify and report all health and safety risks, accidents, injuries, property damage and mishaps at the workplace. > Provide written and/or verbal reports on client progress as required. > Collate statistics as required by the health service. > Inform the BCC Clinical Services Coordinator if equipment needs to be repaired / purchased. > Demonstrate knowledge and ability to maintain, collate, record and file all statistics, requisition orders, supplies and resources, verbal or written reports, client files and incident reports relevant to the operations of the department and programs, under the direction of the BCC Clinical Services Coordinator. > Contribute to communication processes that effectively deal with challenging behaviours and the resolution of conflicts.
Participate in the effective organisation of the team:	<ul style="list-style-type: none"> > Attend team and organisational meetings, participate in strategic planning, and be involved in team projects and activities > Assist to develop, implement and review team procedures > Comply with all relevant policies and procedures > Managing own time effectively and accept personal responsibility for the completeness and adequacy of activities under the indirect supervision of the BCC Clinical Services Coordinator. > Support change management processes
Contribute to the achievement of professional expertise through the maintenance of ongoing personal professional development/continuing	<ul style="list-style-type: none"> > Maintaining knowledge, skills and competencies relevant to the position, through education, training and participation in and contribution to staff development programs. > Identify personal knowledge and skills gaps and work with the supervisor to meet these needs. > Develop positive communication networks with supervisory staff.

education by:	<ul style="list-style-type: none"> > Participating in Health Promotion activities individually, and as part of a team
Ensure quality services are provided to clients:	<ul style="list-style-type: none"> > Demonstrate an understanding of the roles of other health care workers to facilitate appropriate access to services, cross-referral and multi-disciplinary teamwork. > Respond efficiently and appropriately to enquiries from clients, the public, health care workers and other service providers. > Consulting with the Services Coordinator, to plan, prepare, implement and evaluate appropriate activities and interventions > Closely collaborating with the Coordinator and other staff to provide integrated, innovative services that meet the needs of clients > Ensuring at all times client and carer rights, confidentiality, privacy and dignity are respected by observing organisational policies and procedures. > Participate in a range of other continuous quality improvement activities. > Ensuring health promoting principles and practice are utilised in all aspects of work. > Promoting access and equity of services for people from culturally and linguistically diverse backgrounds > Providing services that are culturally sensitive to the needs of people and enable them to make decisions concerning their health and well-being > Establishing, developing and maintaining close working relationships with the Aboriginal health workers
Occupational Health, Safety and Welfare:	<ul style="list-style-type: none"> > 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. <p>Comply with any written policy, Management Standard, procedure and/or reasonable instruction pertaining to OHS&W and Injury Management (IM).</p> <p>Demonstrate appropriate behaviour to protect own health and safety at work and that of others, including patients, visitors, volunteers, sub-contractors, labour hire staff and fellow employees or volunteers.</p> <p>Attend and participate in mandatory training and relevant training that is provided.</p> <p>Active participation in OHS&W and IM initiatives and consultative processes.</p> <p>Any incidents and hazards are immediately reported to ensure risks to self or other persons can be minimised or eliminated.</p> <p>Do not attend work under the influence of alcohol or a drug and in such a state that compromises personal safety and the safety of others.</p> <ul style="list-style-type: none"> > Personal protective equipment and other equipment or aids provided by the organisation, are correctly used and maintained, and that any malfunctions or faults are reported.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

Personal Abilities/Aptitudes/Skills:

- > Demonstrated ability to communicate effectively with a diverse range of consumers
- > Demonstrated ability to work in and maintain a confidential work environment
- > Understanding of written and spoken English
- > Ability to work with minimal supervision to achieve outcomes in an efficient manner
- > Ability to work cooperatively within a multidisciplinary team environment
- > Ability and willingness to learn new skills and work under direction
- > Demonstrated ability to be resourceful and use initiative within the scope of the position.

Experience

- > Experience working in a multidisciplinary team
- > Experience in the use of computers particularly Microsoft Office software.
- > Experience in the provision of administration support and customer service.

Knowledge

- > Demonstrates an understanding of concepts of rights of individuals, privacy and confidentiality
 - > Demonstrates knowledge of scope of competence and legal responsibilities
 - > Awareness of Occupational Health Safety and Welfare issues in relation to this role
 - > Awareness of the issues and challenges affecting consumers, their carers and families who have chronic conditions
 - > Knowledge of and Commitment to the Code of Ethics for Public Sector employees
 - > Knowledge of local resources and agencies available to assist clients and their families
 - > Knowledge of primary health care principles
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DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > Ability, resources and knowledge to work at the OPS 2 level.
- > Completion of Allied Health Assistant/ Aged / Community Care Certificate or other appropriate qualifications
- > Completion/ willingness to complete: Flinders Program, Certificate of Competence, Chronic Condition Self-Management Workshop

Personal Abilities/Aptitudes/Skills:

- > Act as a resource person amongst peers
- > Maintain flexible attitudes in relation to change management, program initiatives and client centre approach
- > Computing skills
- > Demonstrated ability to cope with people with behavioural problems and stressful situations
- > Time management skills.

Experience

- > Previous experience relevant to the position.
- > Previous experience working in a Health Care Unit.
- > Experience in working with clients with a chronic condition/s

Knowledge

- > Knowledge chronic conditions relevant to program/service
- > Knowledge of the Out of Hospital Strategy – Better Care in the Community Program
- > Demonstrated knowledge of Equal Employment Opportunity and Occupational Health Safety & Welfare principles and practices.

- > Demonstrated understanding of chronic disease self-management model.
 - > Demonstrated knowledge of dealing with challenging behaviours in a group environment.
 - > Knowledge of Quality Improvement principles
-

Organisational Context

Organisational Overview:

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

Our Legal Entities:

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, Country Health SA Local Health Network and SA Ambulance Service.

SA Health Challenges:

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.

Health Network/ Division/ Department:

The aims of the GP Plus Services strategy – Better Care in the Community Program:

- > To avoid hospital admissions and presentation at emergency departments and shorten length of stay for people in country hospitals.
- > To avoid admissions and shorten length of stay for people from country SA in metropolitan hospitals (by supporting admittance to country hospitals).
- > To actively facilitate transfer of care from metropolitan hospitals to country hospitals.
- > To actively engage with Aboriginal Health Workers and Aboriginal Community Controlled Health Services to ensure appropriate and accessible services for people from Aboriginal and Torres Strait Islander backgrounds

Better Care in the Community Program key focus on increasing support for people with:

- > Diabetes
- > Cardiac
- > Respiratory conditions

Values

SA Health Values

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.

Code of Ethics

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.

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: