DATE REVISED: 5 January 2021

POSITION: Assistant in Nursing (Hotel Support Services)

AWARD/AGREEMENT: Victorian Public Health Sector (Health & Allied Services) Single Interest Enterprise Agreement 2016-2020

CLASSIFICATION TITLE: PW11

DEPARTMENT/UNIT: Hotel Support Services (HSS)

DIVISION: Operations

ACCOUNTABLE TO: Clinical Manager (HSS)
                Clinical Team Leader (HSS)

ALFRED HEALTH
Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service includes three outstanding facilities, The Alfred, Caulfield, and Sandringham.

Further information about Alfred Health is available at www.alfredhealth.org.au

OUR PURPOSE
To improve the lives of our patients and their families, our communities and humanity.

OUR BELIEFS
Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:
- Patients are the reason we are here – they are the focus of what we do;
- How we do things is as important as what we do;
- Respect, support and compassion go hand in hand with knowledge, skills and wisdom. Safety and care of patients and staff are fundamental;
- Excellence is the measure we work to everyday, through research and education, we set new standards for tomorrow;
- We work together. We all play vital roles in a team that achieves extraordinary results;
- We share ideas and demonstrate behaviours that inspire others to follow.

DEPARTMENT
Hotel Support Services (HSS)

Alfred Health has been engaged to provide clinical care within the Department of Justice and Community Safety’s COVID-19 Accommodation response (the Program), for returned international travellers and/or community members (residents). Alfred Health provides clinical support and management for all people residing in the Program’s clinical setting, but does not provide services to quarantine hotel settings.
POSITION SUMMARY
Assistant in Nursing (HSS)

The role of the AIN is to provide support to the nursing team in the delivery of safe and quality resident-centred care. The AIN is required to work under the direction and supervision of a registered nurse at all times, within their level of education and assessed competencies and also under clearly defined role parameters. The main objectives of this role are:

- To participate in delegated care delivery relating to resident activities of daily living, ensuring that the personal needs and comfort of residents is maintained
- To assist in providing a safe resident environment and additional supervision ensuring resident safety is maintained
- To enhance resident recovery by assisting with resident bed positioning, transfers, ambulation and other care activities as outlined in the AIN specific duty list within the care environment
- Within the confines of the AIN role, to provide general support to the HSS team, ensuring effective and efficient care delivery

KEY RESPONSIBILITIES
Under the supervision of the Nurse Unit Manager and or/their Registered Nurse delegates, the AIN is expected to:

- Demonstrate a commitment to resident-centred care and to work in alignment with the Alfred Health values
- Work within the AIN role and defined parameters as determined by the AIN position description and the specific AIN unit duty list
- Provide delegated aspects of resident care, working within a resident plan of care and the AIN duty List, including but not limited to:
  - assistance with personal hygiene and grooming needs
  - assistance with nutritional needs, including assisting with setting residents up for meals and drinks and/or assisting with feeding residents assessed by the registered nurse as appropriate for the AIN’s level of experience
  - assistance with mobility, transfers and positioning within the ward
  - assistance with elimination needs
- Accept accountability and responsibility for own actions, and ensure that work is within the capability and boundaries of the AIN at all times.
- Contribute to positive resident outcomes by ensuring all elements of delegated work is completed accurately and in accordance with Alfred Health policies and procedures
- Ensure resident privacy and dignity is maintained at all times
- Within their level of education and assessed competency, observation and reporting of residents at risk of harm to self / others
- Maintain a safe resident environment and report incidents promptly to the supervising Registered Nurse and other relevant member/s of the nursing team
- Assist with making beds and keeping the unit environment tidy
- Communicate effectively with residents, families and the interdisciplinary team
- Participate in documentation as relevant
- Ensure relevant infection control policies are adhered to at all times
- Assist to maintain stock levels of ward supplies
- Perform other duties within limits of training, skill and competence as outlined in the specific unit duty list to maximise flexibility and efficiency
- Accept responsibility to meet all organisational and clinical competencies within allotted timeframe
- Participate in regular ward/group meetings and/or education sessions as directed by the Nurse Manager

Additional Terms Explicit to the Hotel Support Services Program

1. **Acknowledgement of High-Risk Work Environment:**
   In accepting this offer of employment, you acknowledge and understand the inherent risk of the working environment and the shared responsibility to wear adequate personal protective equipment and maintain high levels of personal hand hygiene at all times whilst on shift.
2. Early Termination of Project:
In accepting this offer of employment, you acknowledge and understand that should the project conclude earlier than planned, you will be provided adequate notice in accordance with the relevant enterprise agreement and return to your substantive position at Alfred Health.

3. Workforce Exclusivity:
In accepting this offer of employment, you acknowledge and understand that you are expected to work exclusively for Alfred Health on the Hotel Support Services program. To achieve this, employees are offered full-time, fixed term employment within the project on the condition you do not undertake any other paid or unpaid work, including during periods of planned leave at Alfred Health. This helps reduce the risk of COVID-19 transmission between workplaces and the broader community.

4. Surveillance Testing:
In accepting this offer of employment, you acknowledge and understand that as a condition of employment within the Hotel Support Services program, employees will agree to undertake daily (on-shift) saliva testing and weekly PCR swabbing as part of a monitoring program designed to quickly identify any COVID-19 transmission between residents and staff.

5. Leave to Return to Substantive Duties:
In addition to all other accruing leave entitlements, Employees within the Hotel Support Services program will be granted a supported separation of two-weeks rostered leave in order to quarantine before returning to their substantive role with Alfred Health and meet our COVID-safe obligations. This will include a mandatory PCR swab no sooner than 72-hours before the employee returns to their substantive duties.

KEY CAPABILITIES:
• Proven people and communication skills including relationship building, cooperation, conflict resolution, influencing others and facilitating open discussions.
• Resident centered focus, adaptability, respecting diversity, innovative thinking, application of evidence into practice and self-management.
• Ability to work independently as well as working with others to deliver outcomes.
• An awareness of own values and beliefs surrounding healthcare with an ability to identify and respect an alternative view.
• Be aware of limitations in own knowledge and seek appropriate education and training.
• Present oneself in a professional and respectful manner.
• Ability to communicate accurately and effectively in both written and verbal forms.
• Excellent organization and time management skills

QUALITY, SAFETY, RISK and IMPROVEMENT
• Follow organisational safety, quality & risk policies and guidelines
• Maintain a safe working environment for yourself, your colleagues and members of the public.
• Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.
• Promote and participate in the evaluation and continuous improvement processes.
• Comply with principles of Resident Centred Care.
• Comply with Alfred Health mandatory continuing professional development requirements.
• Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
• Maintain responsibility for supporting enterprise security

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF:
• Provide fellow team members with appropriate supervision, training and instruction in accordance with Alfred Health policies.
• Ensure compliance with relevant Alfred Health and DHHS clinical and administrative policies and guidelines.
• Comply with relevant privacy legislation.
• Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Alfred Health.
• Comply with Alfred Health medication management and medication safety policies and guidelines.

COMMITMENT TO CHILD SAFETY
Alfred Health has zero tolerance for child abuse and are committed to acting in the best interest of children in our care. We promote cultural safety and participation of Aboriginal children, children of cultural and linguistic diversity and those with disabilities to keep them safe at all times.

QUALIFICATIONS/EXPERIENCE REQUIRED
• Registered as a Registered Nurse with the Nursing and Midwifery Board of Australia via AHPRA.
• Current and satisfactory Police Check
• Current and satisfactory Working With Children Check

Position Description authorised by: Maria Logan (Director of Operations, Hotel Support Services)

Date: 7 January 2021