

POSITION DESCRIPTION**SNSWLHD - Health and Security Assistant
– Leading Hand site**

Our CORE values
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Southern NSW Local Health District
Position Classification	Health and Security Assist
State Award	Health Employees (State) Award
Category	Patient Support Services Support Services
Website	www.nnswlhd.health.nsw.gov.au/

PRIMARY PURPOSE

Providing leadership and supervision to the Health and Security Assistant (HASA) site team, including preparing and maintaining rosters. Supporting audit processes and providing clinical support services, including general assistance in wards, cleaning duties, transfers of patients, equipment and supplies at the facility and undertake security related duties as required and or directed.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). Additionally, Category A workers are required to receive a booster dose three months after completing the primary course of COVID-19 vaccinations. New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate (IM011 immunisation medical exemption form) certifying the worker can not have any approved COVID-19 vaccines available in NSW.

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

For Category A applicants, if dose 3 is not yet due they can sign the undertaking form to confirm they will receive the vaccine within 6 weeks of the dose due date.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

ESSENTIAL REQUIREMENTS

- Current NSW Security Licence (Class 1A minimum) and the ability to maintain.

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- Current First Aid Certificate (HLTAID003) and the ability to maintain.
- Evidence of a current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays.

Responsibilities under WHS – Supervisor you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.

KEY ACCOUNTABILITIES

Supervision and Support

Provide support and manage the team including roster development and approving and managing leave requests.

Provide supervision to the HSA team to support the seamless operation of the HSA Unit on site.

Support the Management team in relevant audit processes to assist in ensuring a safe and secure work environment.

Security

Undertake securing, watching, guarding and/or protecting functions as directed, including response to any security risks identified by staff and assist in the protection of staff, visitors and patients.

Transfers

Transfer of patients within the facility or campus as requested, for ward transfers, appointments and other needs, to enable the patient to access services as required and to assist with facility bed and resource management.

Personal and Basic Care

Provide basic patient care and support under the direction of nursing staff which may include, for example but not limited to, personal care and hygiene, assistance with mobility, pre-operative shaves, reporting any observations or concerns about the patient to nursing staff, as appropriate.

Cleaning

Undertake a range of cleaning duties as directed, including but not limited to; cleaning and storage of equipment, reporting any damage as required, cleaning of pan rooms and utensils, emptying and replacing soiled linen bags, cleaning of patient and public areas in accordance with cleaning and hygiene standards set down by NSW Health.

General

Provide general assistance in the ward/facility, including moving heavy equipment, to ensure the smooth running of the facility.

Minimise risks to self and patient through consistent adherence to safe manual handling principles and infection prevention and control guidelines in completion of all duties.

Complete documentation and reports applicable to the role in an accurate, complete and timely manner to ensure adequate communication with other staff.

KEY CHALLENGES

- Managing the competing priorities within a busy clinical environment whilst maintaining a high quality of patient/client care.
- Providing courteous and respectful care to patients, visitors and families.
- Working with people who can be aggressive, distressed and unpredictable.

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KEY RELATIONSHIPS

Who	Why
Line Manager or delegate	Receive direction, supervision, development opportunities and feedback in relation the duties of this role and communicate achievements and challenges.
HSA team	Provide shift supervision and coordination. Communicate respectfully, collaboratively and sensitively with all staff at all times.
Healthcare team	Collaborate with other members of the healthcare team (including security officers) to establish priorities, actively seek opportunities to provide support in ways consistent with the scope of this role, communicate with progress of duties and feedback on relevant matters in relation to the patient.
Patients and carers	Communicate respectfully and sensitively with all patients at all times, considering diversity in patient backgrounds and health condition.

SELECTION CRITERIA

1. Hold current NSW Security licence (Class 1A minimum) and the ability to maintain the security licence
2. Experience as a Health and Security Assistant or Wardsperson in a hospital setting, or experience in the security industry with an interest in the provision of patient care
3. Demonstrated experience in working in a multidisciplinary team environment and the ability to organise and prioritise work demands within required timeframes
4. Demonstrated effective communication skills and the ability to effectively communicate with a staff, patients and members of the public
5. Sound knowledge and practical application/commitment to understanding of risk management, safety and quality principles (including manual handling) and the role of the Health and Security Assistant in applying these principles
6. Demonstrated knowledge of hygiene, infection prevention and control and environmental cleaning standards
7. Availability and capacity to participate in a 24 hour/seven day rotating roster which includes working all shifts, all days of the week including public holidays
8. Demonstrated ability to develop and maintain HASA rosters
9. Demonstrated ability to manage competing priorities.

OTHER REQUIREMENTS

Professional Behaviour and Communication

All employees are required to achieve, uphold and model a high standard of professional behaviour and communication.

- Any conduct on your part, whether during or outside business hours, which has the capacity to affect or damage the professional reputation of NSW Health, or your ability to uphold that reputation or image, could lead to disciplinary action, including dismissal
- Appropriate professional behaviour incorporates all levels of interpersonal behaviour, including formal and informal communication with colleagues, patients and carers

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All employees are responsible for:

- Complying with all current NSW Health and NNSWLHD policies, including the NSW Health Code of Conduct
- Complying with profession-specific Code of Ethics/Code of Professional Conduct and Scope of Practice

Workplace Culture

Your workplace behaviours and practices are expected to:

- Proactively contribute to a positive, productive and safe workplace culture
- Adhere to the CORE values of Collaboration, Openness, Respect and Empowerment identified in the NSW Health Workplace Culture Framework

Privacy

All employees are expected to comply with personal information protection principles and health privacy principles as per the NSW Health Privacy Manual for Health Information, NSW Health and NNSWLHD privacy policies and procedures, and relevant legislation:

- Privacy and Personal Information Protection Act 1998 (NSW)
- Health Records and Information Privacy Act 2002 (NSW)

Performance

All employees will:

- Have a performance agreement with their manager, linking individual performance objectives and role requirements to corporate objectives
- Participate in an annual performance appraisal
- Be responsible, with the support of their managers, for proactively developing their own performance to meet expectations and achieve objectives
- Actively contribute to their performance management by having open and honest conversations with managers and colleagues and providing and receiving constructive feedback

Quality Improvement

NNSWLHD complies with the National Safety and Quality Health Service Standards. All employees are expected to:

- Be aware of and comply with their responsibilities under the Standards
- Actively participate in quality improvement initiatives within their teams
- Participate in organisation-wide quality improvement activities as required

Workplace Health & Safety

All employees have responsibilities under the Workplace Health & Safety Act of 2011. Signing this Position Description confirms you understand the responsibilities relevant to your role.

Risk Management

All employees are expected to notify into the incident management system any incidents and patient complaints which occur in your own area (both clinical and corporate incidents).

All employees will:

- Identify and manage risks in your own area, and report risks to your manager which are beyond your capacity or authority to manage.

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CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Intermediate
 Business Enablers	Technology	Intermediate

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way• Support a culture of integrity and professionalism• Understand and follow legislation, rules, policies, guidelines and codes of conduct• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct• Recognise and report misconduct, illegal or inappropriate behaviour• Report and manage apparent conflicts of interest
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none">• Focus on key points and speak in 'Plain English'• Clearly explain and present ideas and arguments• Listen to others when they are speaking and ask appropriate, respectful questions• Monitor own and others' non-verbal cues and adapt where necessary• Prepare written material that is well structured and easy to follow by the intended audience• Communicate routine technical information clearly
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none">• Support a culture of quality customer service in the organisation• Demonstrate a thorough knowledge of the services provided and relay to customers• Identify and respond quickly to customer needs• Consider customer service requirements and develop solutions to meet needs• Resolve complex customer issues and needs• Co-operate across work areas to improve outcomes for customers
Results Think and Solve Problems	Foundational	<ul style="list-style-type: none">• Find and check information needed to complete own work tasks• Identify and inform supervisor of issues that may impact on completion of tasks• Escalate more complex issues and problems when these are identified• Share ideas about ways to improve work tasks and solve problems• Suggest improvements to work tasks for the team
Business Enablers Technology	Intermediate	<ul style="list-style-type: none">• Apply computer applications that enable performance of more complex tasks• Apply practical skills in the use of relevant technology• Make effective use of records, information and knowledge

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<p>management functions and systems</p> <ul style="list-style-type: none">• Understand and comply with information and communications security and acceptable use policies• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

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Job Demands for: NNSWLHD - Health and Security Assistant - Leading Hand

Physical Demands	
<p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Frequent</p>	<p>Sitting - remaining in a seated position to perform tasks</p> <p>Infrequent</p>
<p>Standing - remaining standing without moving about to perform tasks</p> <p>Frequent</p>	<p>Walking - floor type: even/uneven/slippy, indoors/outdoors, slopes</p> <p>Constant</p>
<p>Running - floor type: even/uneven/slippy, indoors/outdoors, slopes</p> <p>Infrequent</p>	<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Frequent</p>
<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Occasional</p>	<p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Infrequent</p>
<p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p> <p>Infrequent</p>	<p>Leg/Foot Movement - use of leg and/or foot to operate machinery</p> <p>Occasional</p>

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<p>Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps</p> <p>Occasional</p>	<p>Lifting/Carrying - light lifting and carrying (0 to 9 kg)</p> <p>Frequent</p>
<p>Lifting/Carrying - moderate lifting and carrying (10 to 15 kg)</p> <p>Occasional</p>	<p>Lifting/Carrying - heavy lifting and carrying (16kg and above)</p> <p>Infrequent</p>
<p>Reaching - arms fully extended forward or raised above shoulder</p> <p>Occasional</p>	<p>Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body</p> <p>Occasional</p>
<p>Head/Neck Postures - holding head in a position other than neutral (facing forward)</p> <p>Occasional</p>	<p>Hand and Arm Movements - repetitive movements of hands and arms</p> <p>Occasional</p>
<p>Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands</p> <p>Occasional</p>	<p>Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Infrequent</p>
<p>Driving - Operating any motor powered vehicle</p> <p>Occasional</p>	

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Sensory Demands	
<p>Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Occasional</p>	<p>Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Frequent</p>
<p>Smell - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Infrequent</p>	<p>Taste - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p>Touch - use of touch is an integral part of work performance</p> <p>Infrequent</p>	
Psychosocial Demands	
<p>Distressed People - e.g. emergency or grief situations</p> <p>Frequent</p>	<p>Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness</p> <p>Frequent</p>
<p>Unpredictable People - e.g. dementia, mental illness, head injuries</p> <p>Frequent</p>	<p>Restraining - involvement in physical containment of patients/clients</p> <p>Occasional</p>

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<p>Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Infrequent</p>	
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<p align="center">Environmental Demands</p>	
<p>Dust - exposure to atmospheric dust</p> <p>Infrequent</p>	<p>Gases - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p>Fumes - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p>Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Infrequent</p>
<p>Hazardous Substances - e.g. dry chemicals, glues</p> <p>Not Applicable</p>	<p>Noise - environmental/background noise necessitates people raise their voice to be heard</p> <p>Occasional</p>
<p>Inadequate Lighting - risk of trips, falls or eyestrain</p> <p>Infrequent</p>	<p>Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Infrequent</p>
<p>Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C</p> <p>Infrequent</p>	<p>Confined Spaces - areas where only one egress (escape route) exists</p> <p>Occasional</p>

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<p>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</p> <p>Infrequent</p>	<p>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</p> <p>Infrequent</p>
<p>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</p> <p>Not Applicable</p>	<p>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</p> <p>Occasional</p>

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