

**POSITION DESCRIPTION****SNSWLHD - Health and Security Assistant****Working in Southern NSW... People Caring for People**

Our staff work in collaboration with all team members to ensure the needs of our patients and families are central to the decisions of the health care we provide.

You are committing to demonstrate the CORE values and behaviours

**Collaboration, Openness, Respect and Empowerment.**

<b>Organisation</b>	NSW Health
<b>Local Health District / Agency</b>	Southern NSW Local Health District
<b>Position Classification</b>	Health and Security Assist
<b>State Award</b>	Health Employees (State) Award
<b>Category</b>	Patient Support Services   Security
<b>Website</b>	<a href="http://www.snswlhd.health.nsw.gov.au/">www.snswlhd.health.nsw.gov.au/</a>

**PRIMARY PURPOSE**

You will form part of our multi-disciplinary care team, supporting the delivery of safe, patient centred care to a diverse population. This role works under the guidance of clinical staff providing general assistance in wards, portering patients within the facility/campus, undertaking cleaning duties and security duties as required under the direction of clinical staff.

**COVID-19 VACCINATION COMPLIANCY**

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

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.

**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 CRITERIA**

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- Current NSW Security licence (Class 1A minimum) and the ability to maintain.
- Current Provide First Aid Certificate (HLTAID003) and ability to maintain, must be obtained within the first 3 months of commencing employment. Assistance and support to obtain NSW Security licence (Class 1A minimum) may be offered to successful candidates.

## KEY ACCOUNTABILITIES

- Provides basic patient care and support under the direction of clinical staff, for example, assisting clinical staff with personal care, hygiene and bathing, assistance with mobility and reporting any observations or concerns about the patient to the nursing staff as appropriate, in the provision of person-centred care to support the safety of patients.
- Porter 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.
- Undertake a range of cleaning duties as directed, for example, cleaning routine equipment, removal of clinical waste, rubbish, dirty linen and cytotoxic waste to ensure the patient and hospital environment remains clean, safe and attractive.
- Provide general assistance in the ward/facility, for example, moving heavy equipment, making unoccupied beds and loading to ensure the smooth running of the facility.
- Undertake security duties as directed including both preventative and responsive security actions aimed at ensuring a secure and safe environment for staff, patients and visitors.
- May be required to perform Fire Safety Officer duties including education, drills and fire safety awareness training and maintaining and improving related standards, systems and procedures.

## KEY CHALLENGES

- Managing a diverse and continuously changing workload given competing stakeholder priorities.
- Promoting a harmonious team environment within a large diverse team of people with differing ideas, thoughts and opinions.
- Remaining calm and effectively promoting the safety of patients, staff and visitors, when dealing with people who are, or may become, aggressive or violent.

## KEY RELATIONSHIPS

Who	Why
Line Manager	Receive direction, supervision, development opportunities and feedback in relation to the duties of this role and communicate achievements and challenges.
Work Team	Collaborate with other members of the care team 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/Clients	Provide person centred care as directed by clinician, communicating respectfully and sensitively with all patients at all times, considering diversity in patient backgrounds and health condition.

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## SELECTION CRITERIA

1. Current NSW Security licence (Class 1A minimum) and the ability to maintain the security licence and a current Provide First Aid Certificate (HLTAID003) and ability to maintain the first aid certificate OR the ability and willingness to obtain NSW Security Licence(Class 1A minimum) and Provide First AID Certificate(HLTAID003) within the first 3 months of employment.
2. Knowledge of and willingness to support the provision of person-centred care in a health care environment.
3. Experience working and communicating with people, having a friendly and respectful approach to people from all backgrounds.
4. Physical capacity to perform the duties of the position including lifting and transferring patients.
5. Demonstrated experience in conflict resolution and aggression management.
6. Demonstrated ability to work independently or as part of a team and able and willingness to work to a 24 hour, 7 day roster.
7. Demonstrated knowledge of responsibilities under Work Health and Safety Legislation, the Security Industry Act and the ability to read and follow instructions, policies, duty lists etc.
8. 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.

## OTHER REQUIREMENTS

- Southern NSW Local Health District is committed to providing a patient centred environment focusing on all aspects of patient safety and quality. Each employee has a responsibility to ensure the highest standard of quality care. Role and responsibilities are to be performed in a manner that is in accordance with relevant legislation, awards, state and local policies, procedures and guidelines.
- All employees contribute to a constructive workplace culture and a safe workplace by modelling the organisation's CORE values of Collaboration, Openness, Respect and Empowerment (CORE) and ensuring all workplace conduct aligns with the behaviours associated with those values and the NSW Health Code of Conduct.
- All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.
- All employees are required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health and Safety legislation.

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### Job Demands for: SNSWLHD - Health and Security Assistant

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

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

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<b>Sensory Demands</b>	
<p><b>Sight</b> - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Constant</p>	<p><b>Hearing</b> - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Frequent</p>
<p><b>Smell</b> - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p>	<p><b>Taste</b> - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p><b>Touch</b> - use of touch is an integral part of work performance</p> <p>Constant</p>	

<b>Psychosocial Demands</b>	
<p><b>Distressed People</b> - e.g. emergency or grief situations</p> <p>Frequent</p>	<p><b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness</p> <p>Frequent</p>
<p><b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries</p> <p>Frequent</p>	<p><b>Restraining</b> - involvement in physical containment of patients/clients</p> <p>Frequent</p>
<p><b>Exposure to Distressing Situations</b> - e.g.</p>	

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child abuse, viewing dead/mutilated bodies	
Frequent	

**Environmental Demands**

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

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<p><b>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</b></p> <p>Occasional</p>	<p><b>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</b></p> <p>Occasional</p>
<p><b>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</b></p> <p>Infrequent</p>	<p><b>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</b></p> <p>Repetitive</p>