

POSITION DESCRIPTION

NNSWLHD - Operating Assistant/Wardsperson

Our CORE values
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Northern NSW Local Health District
Position Classification	Ops Assist - Others
State Award	Health Employees (State) Award
Category	Patient Support Services Hospital Assistants Patient Support
Website	www.nnswlhd.health.nsw.gov.au/

PRIMARY PURPOSE

Providing clinical support services, including general assistance in wards, cleaning duties and transfers of patients, equipment and supplies at the facility.

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). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate certifying the worker cannot 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. Please provide proof of booster vaccination if available.

ESSENTIAL REQUIREMENTS

Valid NSW Employee Working With Children Check.

Responsibilities under WHS - Non-Supervisor

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

KEY ACCOUNTABILITIES

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 and assistance with mobility.

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

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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 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.

KEY RELATIONSHIPS

Who	Why
Patients and carers	Communicate respectfully and sensitively with all patients at all times, considering diversity in patient backgrounds and health condition.
Healthcare team	Collaborate with other members of the healthcare 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.
Line Manager or delegate	Receive direction, supervision, development opportunities and feedback in relation the duties of this role and communicate achievements and challenges.

SELECTION CRITERIA

1. Experience as an Operating Assistant/ Wardsperson. Previous experience in an acute care setting or an Operating Theatre
2. Demonstrated experience in working in a multidisciplinary team environment and the ability to organise and prioritise work demands within required timeframes
3. Sound knowledge and practical application/commitment to understanding of risk management, safety and quality principles and the role of the Wardsperson in applying these principles
4. Demonstrated effective communication skills and the ability to effectively communicate with a staff, patients and members of the public
5. Demonstrated knowledge of hygiene and infection prevention and control principles and environmental cleaning standards
6. 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

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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

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.

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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	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Technology	Foundational

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Foundational	<ul style="list-style-type: none"> • Be willing to develop and apply new skills • Show commitment to completing work activities effectively • Look for opportunities to learn from the feedback of others
Relationships Communicate Effectively	Foundational	<ul style="list-style-type: none"> • Speak at the right pace and volume for varied audiences • Allow others time to speak • Display active listening • Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow
Relationships Commit to Customer Service	Foundational	<ul style="list-style-type: none"> • Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with 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	Foundational	<ul style="list-style-type: none"> • Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology

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Job Demands for: NNSWLHD - Operating Assistant/Wardsperson

Physical Demands	
Sitting - remaining in a seated position to perform tasks Occasional	Standing - remaining standing without moving about to perform tasks Frequent
Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes Frequent	Running - floor type: even/uneven/slippery, indoors/outdoors, slopes Infrequent
Bend/Lean Forward from Waist - forward bending from the waist to perform tasks Occasional	Trunk Twisting - turning from the waist while sitting or standing to perform tasks Occasional
Kneeling - remaining in a kneeling posture to perform tasks Occasional	Squatting/Crouching - adopting a squatting or crouching posture to perform tasks Occasional
Leg/Foot Movement - use of leg and/or foot to operate machinery Occasional	Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps Infrequent

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<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>Frequent</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>Frequent</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>Not Applicable</p>

Sensory Demands

<p>Sight - use of sight is an integral part of work</p>	<p>Hearing - use of hearing is an integral part of</p>
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<p>performance (e.g. viewing of X-Rays, computer screens)</p> <p>Frequent</p>	<p>work performance (e.g. Telephone enquiries)</p> <p>Occasional</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>Not Applicable</p>	

Psychosocial Demands

<p>Distressed People - e.g. emergency or grief situations</p> <p>Occasional</p>	<p>Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness</p> <p>Infrequent</p>
<p>Unpredictable People - e.g. dementia, mental illness, head injuries</p> <p>Infrequent</p>	<p>Restraining - involvement in physical containment of patients/clients</p> <p>Infrequent</p>
<p>Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies</p>	

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Environmental Demands

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

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<p>floor surfaces, ramps, uneven ground</p> <p>Infrequent</p>	<p>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>Frequent</p>