



**Swan Hill**  
District Health

Connected Care. Best Experience.



*Inclusive*

*Compassionate*

*Progressive*

*Accountable*

## Support Services Staff

Ongoing Casual / Part Time / Full Time hours available

We have an excellent opportunity to join our Environmental Support Services Team. The successful applicant will be able to work under pressure and feel comfortable working around patients, visitors and staff and be able to take directions from others. Boredom is one thing you will not find in this position, with the opportunity to work across different departments within the hospital in a multitude of roles such as cleaners, porters, laundry assistants, maintenance and couriers.

### Key Selection Criteria

- Basic computer skills
- Ability to communicate effectively with consumers and staff
- Excellent consumer service and communication skills
- Highly motivated individual with to work as a team or autonomously
- Willingness to perform routine repetitive tasks on a continuous basis
- Ability to follow direction and performance tasks with due consideration to the consumers in the vicinity
- Available to work a rotating roster including weekends, mornings, afternoon and evening shifts.

### About You:

- Current National Police Check & Working with Children's Check
- Complete COVID Vaccinations & 2022 Flu Vaccination, Serology evidence of immunisation status

**About us:** Swan Hill District Health is a 143 bed (including Aged Care), fully integrated rural public health facility servicing a greater community of around 35,000 people. Our vision at, Swan Hill District Health, is to provide clear, connected care, best experience for our community

SHDH is a compassionate, family friendly employer where every employee is a valued team member. Inclusive of a perfect work/life balance, SHDH also provides:

- ◆ A dynamic workplace
- ◆ Free onsite car parking
- ◆ Salary Sacrifice/Packaging
- ◆ Discounted Corporate gym memberships
- ◆ Professional Development opportunities
- ◆ Employee Assistance Program

**To apply** for this position, email the completed Application for Employment form, Cover letter, CV and response to the key selection criteria to [employment@shdh.org.au](mailto:employment@shdh.org.au).

You will find the full position description containing the key selection criteria & application for employment form in the attached documents. Swan Hill District Health reserves the right to commence interview immediately upon receipt of applications.

**Enquiries** about this role should be directed to Toni Saunders, Support Services Manager on 03 50339 297 or email: [tsaunders@shdh.org.au](mailto:tsaunders@shdh.org.au)

**Closing 30<sup>th</sup> January 2023**

*Swan Hill District Health is an equal opportunity employer committed to diversity and inclusion. We welcome applications from Aboriginal and Torres Strait Islander people, people with diverse cultural and linguistic backgrounds and people with disability.*

<b>Position:</b>	<b>Support Services Assistant – Cleaner Patient Transport Assistant</b>
<b>Classification:</b>	Cleaner/Patient Transport Assistant – Grade 2  IN18
<b>Department:</b>	Support Services
<b>Reports to:</b>	Support Services Manager
<b>Position Summary:</b>	The Cleaner/Patient Transport Assistant will work within established routines, but has the ability to prioritise their workload to ensure the shift requirements is met. The role is responsible for working autonomously, together with as an effective member of the team to perform a range of duties as outlined below.
<b>Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Works within established routines, methods and procedures</li> <li>• Has minimal responsibility, accountability and discretion to alter processes or procedures</li> <li>• Works under limited supervision, either individually or in a team</li> <li>• Auditing to cleaning standards.</li> <li>• Responsible for work performed with a limited level of accountability or discretion</li> </ul> <p><b>Indicative Tasks may include:</b></p> <ul style="list-style-type: none"> <li>• Orderly or general Cleaner</li> <li>• Vacuum and mop rooms, passageways and stairways.</li> <li>• Gather and dispose of refuse.</li> <li>• Clean baths, showers basins and toilets.</li> <li>• Keep cleaners' room and equipment in good order.</li> <li>• Perform basic portering/cleaner functions in hospitals or other health services</li> <li>• General Laundry Hand including sorting and packing of linen</li> </ul>
<b>Key Selection Criteria</b>	<p><b>Necessary Aptitude:</b></p> <ul style="list-style-type: none"> <li>• Capable of prioritising work within established routines, methods and procedures</li> <li>• Possesses sound communication skills</li> <li>• Willingness to perform routine repetitive tasks on a continuous basis.</li> <li>• Ability to accept supervision from a number of persons and complete tasks despite frequent interruptions.</li> <li>• Ability to perform tasks with due consideration for patients in vicinity.</li> <li>• Some initiative involved in determining cleaning to be performed.</li> <li>• Some initiative involved in determining correct meal and beverage issue.</li> <li>• Work under close supervision performing simple standardised tasks.</li> </ul> <p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>• Must complete specific on-the-job-training and/or relevant skills training or experience</li> <li>• Must know how to use common cleaning devices such as vacuum cleaners, mops and floor polishers.</li> <li>• Must be willing to become familiar with physical arrangements of building and standard procedures for cleaning floors, walls and fittings.</li> <li>• Must be willing to attain basic knowledge of infection control and</li> </ul>

	<p>emergency procedures.</p> <ul style="list-style-type: none"> <li>• Current National Police Check and Working with Children's Check (If applicable).</li> <li>• Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers)</li> </ul>
<b>Salary/Award:</b>	Health and Allied Services, Managers and Administration Officers Agreement
<b>Continuous Quality Improvement:</b>	<ul style="list-style-type: none"> <li>• Each staff member is expected to demonstrate a commitment to best practice.</li> <li>• All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care.</li> <li>• All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards.</li> <li>• It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies &amp; Protocols.</li> </ul>
<b>Person Centered Care:</b>	<p>The Health Service supports in its values the philosophy of Person Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care.</p> <p>Recognise diversity is part of every person &amp; as such providers of health care must be actively involved in developing models of care that are person centered.</p>
<b>Child Safety:</b>	<p>All children have the right to feel and be safe. Keeping children safe is everyone's responsibility. SHDH is committed to providing a child safe environment where children are safe and feel safe, and where their voices are heard about the decisions that affect them.</p> <p>SHDH have zero tolerance to child abuse.</p> <p>Each employee has a responsibility to adhere to this requirement. Any breach of this standard will result in disciplinary action.</p>
<b>Our Purpose:</b>	<p><b>Connected Care / Best Experience</b></p> <p>SHDH commits to meet the growing health care needs of our community through our new vision to provide better connected care and to achieve the best care experience.</p>
<b>Privacy and Confidentiality:</b>	<p>SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection.</p> <p>Each employee has a responsibility to adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.</p>
<b>Mandatory Training:</b>	All employees must be aware of and complete designated mandatory training within the required time frame.

<b>Safety:</b>	<p><b>RESPONSIBILITIES: It is the responsibility of every staff member to:</b></p> <ul style="list-style-type: none"> <li>• Take reasonable care for their safety and the safety of others while at work.</li> <li>• Report accidents, incidents and potential hazards as soon as reasonably practicable to their supervisor and record on VHIMS reporting system.</li> <li>• Advise their supervisor if they have an injury or illness that may affect their ability to perform the inherent requirements of their position.</li> <li>• Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual.</li> <li>• Complete all Mandatory training requirements as identified and directed.</li> <li>• Comply with the Occupational Health and Safety Act and all SHDH O.H. &amp; S. online Policies and Procedures.</li> </ul>
<b>Asset Management:</b>	Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.
<b>Review:</b>	Completion of My Work Plan on a yearly basis.
<b>Previous Revision dates:</b>	September 2018, January 2021
<b>Current:</b>	July 2022
<b>Managers Name:</b>	Toni Saunders
<b>Managers Signature:</b>	
<b>Employees Name:</b>	
<b>Employees Signature:</b>	



The Application for Employment form is required to be submitted with the following documents:

- Covering letter in support of application
- Response to Key Selection Criteria
- Applicants Curriculum Vitae

<b>Position Applying for</b>	
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<b>General Information</b>
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<b>Name</b>			
<b>Address</b>			
<b>Contact</b>	<u>Home phone</u>	<u>Mobile</u>	<u>Email</u>

Are you of Aboriginal/Torres Strait Islander Origin?     No         Aboriginal         Torres Strait Islander  
*(This question is voluntary)*

Do you wish to be identified under this category?     Yes     No

Are you an Australian Citizen or Permanent Resident:  Yes     No                      Date of Grant ...../...../.....

If no, what is your current Visa Status – Visa type \_\_\_\_\_ Expiry date ...../...../.....

Place/Country of issue: \_\_\_\_\_ Issue Number: \_\_\_\_\_

Do you require sponsorship?                                       Yes     No

<b>Conditions of Employment</b>
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Employment conditions are governed by the relevant Public Sector Health Industry Awards and EBAs relevant to the position applied for:

**Initial employment is subject to:**

- 6 months' probationary period (*with a review at 3 months.*)
- Requirement to work any shift
- Requirement to work in any department as required

**Hours of Work** – \_\_\_\_\_ (Availability)

<b>Discipline/Misconduct</b>
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Have you experienced discipline or misconduct action at any previous employment?     Yes     No

If **Yes**, please provide details:

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## Police and Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment.

If you have a current Police Check and/or Working with Children Check, please show the check identifying numbers and the date of issue: \_\_\_\_\_

Upon engagement, you will be required to provide the necessary information to complete a Check. Please note that it is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

## Pre-existing Health and Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

**Disclosure advice: - (to be completed by the applicant)**

I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

**Signature of applicant:** \_\_\_\_\_ **Date:** ...../...../.....

**NOTE: If providing this form electronically, you accept that the information is true and correct by the action of submitting the form. You will be requested to sign the printed version at your interview if you are selected.**

**Enquiries:**

Email address: [employment@shdh.org.au](mailto:employment@shdh.org.au)

Phone: 03 50339315

Postal Address: PO Box 483 SWAN HILL VIC 3585