

Employment

Position Description

Position:	Nursing Support Worker
Award:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification:	As per Enterprise Agreement
Status:	As per Contract of Employment
Qualifications:	Certificate III in Aged Care/Home and Community Care or equivalent/ Previous Nursing Experience

Position Objective(s)

The Nursing Support Worker (NSW) is an integral part of the care team. With support and guidance from the Registered and Enrolled Nurses, the NSW practices resident care in accordance with the organisation's mission and values. The NSW applies knowledge and skill commensurate with their level of training and experience so that "best practice" in resident care is fostered and maintained

Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.

The Lyndoch Way

To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, "nine pillars" have been identified.

One Team

We value and recognise individuality as a vital part of developing a unified voice.

Pride

We support pride and passion in our work and in doing so, we attract others who share our values.

Welcoming Workplace

We encourage warm, friendly and respectful interactions across all aspects of our service.

Yes Culture

We always start with 'yes' in every deliberation.

Customer Service

We ensure that customers feel engaged and valued in every interaction.

Innovation

We will enhance our services and exceed customers' expectations, by embracing innovation and fresh ideas.

Fun and Enjoyment

We recognise that fun and enjoyment are critical to success.

Social Purpose

Through the social conscience of our staff and consumers we actively engage with causes that impact our local community

Safety

We actively promote safety through the provision of innovative and high quality training, monitoring of risk, and compliance with OHS regulations

Key Responsibilities and Duties

- Incorporates a holistic approach to resident care.
- Implements appropriate care in response to physical, emotional and social needs.
- Accurately assesses the resident's needs, wants and expectations of care and is involved in the development of each resident's care plan in conjunction with Registered Nurses.
- Effectively evaluates care in conjunction with the Registered Nurses.
- Organises practice as per the nursing service model of care and within the scope of practice for a Nursing Support Worker.
- Communicates resident care through effective verbal, written and computer skills in a clear, concise and objective manner.
- Distributes resident medication consistent with best practice.
- Actively contributes to achieving resident/client focused care.
- Values the expertise of all members of the team in achieving quality resident outcomes.
- Communicates effectively with carers and other members of the team
- Maintains resident confidentiality at all times.
- Recognises own ability and level of professional competence.
- Ensures practice is in accordance with legislation and common law affecting practice.
- Is familiar with emergency procedures and the Occupational Health & Safety requirements within the organisation.
- Has an understanding of Commonwealth directed Mandatory Reporting requirements.

Organisational Relationships

Reports to:	Nurse Unit Manager or delegate
Supervises:	Nil
Internal Contacts:	All Lyndoch staff, residents, clients, families
External Contacts:	Members of the Public, Contractors, Suppliers

Specialist Knowledge and Skills

The following knowledge and skills are required to be utilized:

- Demonstrated knowledge and experience in the provision of care associated with daily living activities in order to meet the needs of residents.
- Demonstrated knowledge and experience in residential aged care.
- Understanding of the Continuous Quality Improvement process and Accreditation.
- Demonstrates a positive attitude to the agreed role and responsibility of the position.
- Commitment to a high standard of service for the elderly and/or disabled.
- Demonstrated commitment to a strong customer focus.

Management Skills

The following management skills are required to be utilized:

- Ability to prioritise and complete tasks to an agreed time frame.
- Ability to ensure an efficient and effective utilisation of resources.

Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Excellent communication and interpersonal skills including demonstrated experience in liaising with residents, families, colleagues and the wider community
- Ability to appreciate and utilise knowledge and skills offered by colleagues and Supervisors.
- Demonstrated understanding of Lyndoch organisational structure and established communication protocols.
- Fosters and maintains effective communication between health professionals and peers to promote and provide a holistic approach to care that focuses on individual rights and the needs of residents
- Ability to build relationships that facilitate interdisciplinary cooperation and respect.

General

- Conduct work in line with all relevant OH&S legislation and in accordance with organisational policies and procedures.

- Participate in quality activities within the work area to improve the efficiency of the Department.
- Participate in relevant training to ensure continued professional development for the betterment of the organisation.
- There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee's skills and abilities.

Agreement

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

Name (Please print)

Signature

Date

Authorised by: Chief Executive Officer
Date: July 2022