



Position Description

A SMALL RURAL HEALTH SERVICE DETERMINED TO ACHIEVE GREAT THINGS

Kerang District Health is a small rural health service offering a broad range of acute, residential aged care, primary and community services to the Kerang community and surrounding district.

Acute Health services provided include general medical, oncology, a 24 hour urgent care centre (UCC) and surgical services such as general surgery, gynaecology, urology and dental. KDH runs a transitional care program out of the Acute Ward with four (4) bed based and one community based client.

The health service also provides residential aged care services to 30 residents in 'Glenarm' aged care facility which is situated in the main hospital building. A variety of primary and community services also come under the KDH banner including a GP clinic, district nursing, centre based and mobile day activities, an exercise program and a men's shed.

VISION AND PURPOSE

Kerang District Health exists to Protect, Restore and Enhance health. How we go about our work is as important as what we achieve. Everything we do is underpinned by our core values, **Caring, Accountability, Respect and Excellence**

Organisational Values	Associated Behaviours
C - Caring	We will be person centered, show compassion and empathy.
A - Accountability	We will be transparent, trustworthy and responsible for our actions.
R – Respect	We will embrace and be considerate of the differences of all people.
E - Excellence	We will be dedicated to every person, every time.

1. POSITION DETAILS

Title	Policy and Programs Officer	Division	Executive
Department	Quality and Risk	Location	13 Burgoyne Street, KERANG VIC 3579
Enterprise Agreement (or its successor)	Victorian Public Health Sector (Health and Allied Services) Managers and Administrative Workers) Single Interest Enterprise Agreement 2016 - 2020		
Classification	Management and Administration Worker Grade 2 HS2		
Immunisation Risk Category	Category C: Position within a non-clinical setting.		

Position Summary	The Policy and Programs Officer is responsible for ensuring the organisation-wide policy management system is in place for the development, implementation and regular review of policies, procedures and/or protocols at Kerang District Health. It is a requirement that the Policy and Programs Officer acts as the "Prompt Administrator".		
Position Reports to	Direct	Quality and Risk Manager	
	Professional	Annual Audit of number of new, reviewed and deleted policies at KDH.	



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Number of Reports	Direct	n/a
	Indirect	n/a
Key Relationships	Internal	Quality and Risk Manager, Department Managers, Executive Officers and Board of Directors.
	External	Regulatory, legislative and PROMPT Administration Team.

2. SELECTION CRITERIA

Essential Requirements	<ul style="list-style-type: none"> • Must have excellent planning and organisational skills including a keen eye for detail with the ability to maintain and provide an organisation wide policy system at Kerang District Health. • Must have good interpersonal, communication, and time management skills to meet monthly timelines. • Willingness to consult and participate with Executive Officers and Department Heads in a team environment. • Ability to accept direction and also to work unsupervised. • Knowledge of regulatory requirements and previous policy, procedure and protocols development. • Must have the skills and ability to edit and proof read policies in consultation with Department Heads and Executive Officers. • High level of computer skills and online literacy including experience with Microsoft Office (Word, Excel, PowerPoint and Publisher). • Must have excellent business writing skills in developing 'draft' policies.
Desirable Requirements	<ul style="list-style-type: none"> • An understanding of the legal requirement pertaining to the area of Policy, procedure and protocol development in the Health industry (Accreditation). • Must promote an interest in literature.

3. KEY ACCOUNTABILITIES

Specific Duties	Demonstrated by / Key Performance Indicators
Core Tasks	<ul style="list-style-type: none"> • To ensure that there is an approved governance structure in place for the development and review of policies, procedures and protocols at Kerang District Health. • To ensure all policies, procedures/protocols at KDH are set out as per the agreed format when loaded onto "Prompt" (Policy Software). • To assist Executive Officers and Department Heads to ensure that policies, procedures and/or protocols meet legislative requirements and relevant industry standards. • To ensure that all new/revised policies, procedures and protocols are communicated to KDH Executive, Department Heads and Staff. • Provide relevant agenda items regarding Policies for decision-making, review or endorsement to the fortnightly Exec Meetings when required. • Ensure that the minutes of the Board of Directors, Management Quality/Risk Committee and the Operational Quality Risk meetings include data on policy development and review



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	<ul style="list-style-type: none"> • Promote policy improvement and compliance to policies across the organisation, and involve all managers and staff in the process. • Provide relevant education support and advice for staff on policy development and the system at Kerang District Health in consultation with the Quality and Risk Manager. • Maintain appropriate documentation on all policy and project work. • Oversee that policies meet legislative requirements and relevant industry standards. • From time to time you may be required to undertake special project work under the direction of the Quality and Risk Manager under instruction by the Chief Executive Officer. • Prepare and distribute a KDH Quarterly Newsletter to all staff and board members. • Provide excellent customer service to other staff, clients and patients in all areas of the health service. • Maintain an open approach to accepting people from a diverse range of backgrounds and • Assist the Quality and Risk Manager with key priorities such as Strengthening Hospital Approach to Family Violence (SHRFV), Multi-Agency Risk Assessment Management framework (MARAM) or Information Sharing Scheme (ISS) and Children’s Information Sharing CIS). • Assist the Quality and Risk Manager with accreditation tasks and preparation for surveys. • Complete all Mandatory Education on an annual basis. • Attend the annual or bi-annual PD Day.
Continuous Quality Improvement	<ul style="list-style-type: none"> • To recommend/discuss any new resources, processes, or equipment that may be required to maintain and further develop effective programs or treatments with the relevant Executive Director. • To participate in Quality Improvement activities within the relevant department, team and organisation as required.
Infection Control	<ul style="list-style-type: none"> • Each staff member has a responsibility to minimize exposure to incidents of infection/cross infection of residents, staff, visitors and the general public. • The risk minimisation strategies are to be supported by all staff adhering to the Infection Control Manual policies, procedures and guidelines.
Occupational Health and Safety	<p>RESPONSIBILITIES: It is the responsibility of every staff member to:</p> <ul style="list-style-type: none"> • Take reasonable care for your safety and the safety of others while at work. • Report accidents, incidents and potential hazards as soon as reasonably practicable to your supervisor and record on VHIMS reporting system. • Advise your supervisor if you have an injury or illness that may affect your ability to perform the inherent requirements of your position. • Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual. • Complete all Mandatory training requirements as identified and directed. • Comply with the Occupational Health and Safety Act and all KDH OH&S online Policies and Procedures.
Above and Below the Line Behaviour Modelling	<p>All staff are expected to comply with and support the Kerang District Health Above and Below the Line Behaviour model, focusing our behaviours on those that reflect our values; Caring, Accountability, Respect and Excellence.</p>



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Performance Appraisal and Goal Setting	A Performance Appraisal and Goal Setting will be conducted annually
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Position Requirements	
A satisfactory National Police Check (no older than 3 months) must be provided prior to commencement at KDH)	Required
Evidence of professional registrations	Preferred
Evidence of Professional Qualification	Preferred
Valid Victorian Driver's Licence	Preferred
Valid Trade Licence	n/a
Satisfactory Working with Children's Check	Preferred
Immunisation	Mandatory

Job Demands List		
<p>Kerang District Health endeavours to provide a safe working environment for all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others.</p>		
Frequency Functions		
I	= Infrequent	Activity may be required very infrequently
O	= Occasional	Activity required occasionally, not necessarily all shifts
F	= Frequent	Activity required most shifts, up to 50% of the time
C	= Constant	Activity that exists for the majority of each shift and may involve repetitive movements for prolonged periods
N/A	= Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks				✓	



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Standing	Remain standing to perform tasks		✓			
Walking	Periods of walking required to perform tasks		✓			
Bending	Forward bending from waist to perform tasks					✓
Kneeling	Remaining in a kneeling position to perform tasks					✓
Lifting/Carrying	Light lifting and carrying	✓				
	Moderate lifting and carrying	✓				
	Assisted lifting (mechanical, equipment, person assist)	✓				
Working at heights	Ascending and descending ladders, stools, scaffolding					✓
Pushing/Pulling	Moving objects, e.g. Trolleys, beds, wheelchairs and floor cleaning equipment	✓				
Reaching	Arms fully extended forward or raised above shoulder	✓				
Crouching	Adopting a crouching posture to perform tasks					✓
Foot Movement	Use of leg and/or foot to operate machinery	✓				
Head Postures	Holding head in a position other than neutral (facing forward)		✓			
Fingers/Hand/Arm movement	Repetitive movement of fingers, hands and arms e.g. computer keyboarding				✓	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands			✓		
Driving	Operating a motor powered vehicle e.g. use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus. Etc.	✓				
Psychosocial Demands						
Distressed People	Highly emotional people crying, upset, unhappy, depressed, e.g. emergency or grief situations	✓				
Aggressive/Unpredictable people	Raised voices, yelling, swearing and arguing e.g. drug/alcohol, dementia, mental illness	✓				
Exposure to distressing situations	E.g. child abuse, delivering bad news, viewing extreme injuries, viewing deceased					✓



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Environmental Demands						
Gases	Working with explosive or flammable gases requiring precautionary measures					✓
Liquids/Chemicals	Working with corrosive, toxic or poisonous liquids or chemicals requiring Personal Protective Equipment (PPE)					✓
Noise	Environmental/background noise necessitates people raising their voice to be heard					✓
Biological hazards	E.g. exposure to body fluids, bacteria, infectious diseases requiring PPE					✓
Cytotoxic hazards	Handling and/or preparation of cytotoxic materials					✓
Radiation	Working with radiologic equipment					✓

4. STANDARDS TO WHICH PERFORMANCE WILL BE ASSESSED

- Key Performance Indicators
- Demonstrating organisational philosophy in all activities
- Compliance with organisational policy, procedures and practices
- Compliance with goals induction setting within the first six months of employment
- Compliance with position description and goals set at annual performance appraisal
- Contribution to the team and organisation
- Management, peer, client and community feedback.

5. ACCEPTANCE AND AGREEMENT

All Kerang District Health team members must:

- Demonstrate and role model Kerang District Health values.
- Comply with all Kerang District Health Policies and Procedures.
- Comply with the requirements of the National Safety & Quality Health Service Standards.
- Work in accordance with the Data Accountability Framework to maintain data integrity.
- Complete and maintain all mandatory training relevant to area of practice.
- Participate in Kerang District Health's performance development process as required.
- Contribute to a safe and healthy working environment.
- Report unsafe work practices in the incident reporting system.
- Promote a no blame culture of safety and wellbeing.
- Maintain working knowledge of emergency procedures and location of emergency equipment.
- Take all reasonable steps to prevent bullying, discrimination and harassment in the workplace.
- Observe child safe principles and expectations for appropriate behaviour toward and in the company of children.



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- Comply with reasonable direction or duties as requested by their manager

Kerang District Health strongly supports patients in expressing their wishes and values. Clinical staff are encouraged to engage in Advance Care Planning (ACP) discussions with patients.

Kerang District Health has a zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously. For more information refer to Kerang District Health's Child Safe Policy.

Kerang District Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free from harassment or discrimination.

Kerang District Health is a smoke-free environment.

ACCEPTANCE

I have read, understood and agree that this position description represents the duties, responsibilities and accountabilities expected of me in my employment in this position. I understand Kerang District Health reserves the right to modify position descriptions as required, and I will be consulted when this occurs.

Position Incumbent	
Signed	
Print Name	
Date	

Manager	
Signed:	
Print Name:	

Privacy Statement: Information may be collected and stored for the purpose of recruitment and selection. The information will only be used and disclosed for the primary purpose of its collection. Some exceptions exist. These may be obtained from the Human Resources department.