

# POSITION DESCRIPTION

<b>Position Title:</b>	<b>HEALTH AND EDUCATION AMBASSADOR</b>
<b>Department:</b>	Social work
<b>Classification:</b>	Grade 1A
<b>EBA / Award:</b>	Victorian Health Allied Services, Managers and Admin 2021-2025
<b>Primary Site:</b>	Albury
<b>Employment Conditions:</b>	<input type="checkbox"/> Vaccination Category A <input checked="" type="checkbox"/> Vaccination Category B <input checked="" type="checkbox"/> Working with Children <input type="checkbox"/> Aged Care
<b>AWH VISION</b>	
<i>"The Best of Health."</i>	
<b>AWH VALUES</b>	
Patient and Client Focused, Ethical, Teamwork, Equity, Respect, Compassion, Accountability and Trust.	
<i>Patient and Client Focussed:</i>	Our purpose is to serve our patients and clients in order to achieve the Vision and Purpose of Albury Wodonga Health.
<i>Ethical:</i>	Both in our clinical endeavour and our business practices we will be just in all our dealings.
<i>Teamwork:</i>	Esprit de corps, harmony, partnership and unity are valued.
<i>Respect:</i>	Appreciation of the worth of others and regard for their contribution is inherent.
<i>Trust:</i>	Confidence that all are doing their best, honestly and positively.
<i>Accountability:</i>	Understanding that all bear a personal responsibility to our community.
<i>Compassion:</i>	Consideration, empathy and humanity are given freely to our patients and staff alike.
<i>Equity:</i>	Fairness, integrity and justice are apparent in our actions.
<b>ROLE SUMMARY / PURPOSE</b>	
<p>Albury Wodonga has an exciting new position, Health and Education Ambassador. This role will work with Down Syndrome Victoria and Albury Wodonga Health to help health professionals at AWH to understand lived experience of disability and how to work with people with Down syndrome/Intellectual Disability.</p> <p>This is pilot project being delivered in collaboration with DSV and AWH.</p>	
<b>KEY RESPONSIBILITIES</b>	
<ul style="list-style-type: none"> <li>- Preparing for meetings, reading and adding notes to the agenda</li> <li>- Attending meetings with health professionals (as required)</li> </ul>	

- Giving advice and sharing lived experience at workshops for health professionals, talking about working with people with Down syndrome/Intellectual disability
- Developing (with support) your stories and experiences for sharing in training and resources
- Practicing presenting workshop content
- Co-presenting training to health professionals, both on-line and face to face
- Contributing to resource development including videos and other learning materials

### QUALIFICATIONS AND EXPERIENCE

#### Selection criteria

- Have lived experience of Down syndrome/Intellectual disability
- Aged 18 years or over
- Interested in having a say on issues that are important to people with Down syndrome
- Be willing to tell your story and experiences (in your own communication style)
- Be able to attend on-site to AWH campuses
- Ability to work collaboratively as part of a team

#### Desirable

- Previous experience in public speaking
- Previous advocacy work

### PERSONAL ATTRIBUTES / SOFT SKILLS

- Be able to communicate in your own communication style
- Be able to connect with others
- Be able to attend to work on time with appropriate supports
- Be willing to complete public speaking and video resources with AWH staff

### KEY RELATIONSHIPS

<b>REPORTS TO:</b>	Jacqueline Bosanko – Discipline Manager Social Work
<b>SUPERVISER:</b>	Disability Liaison Officer
<b>OVERALL:</b>	Executive Director of Allied Health

### PERFORMANCE APPRAISAL

A review of performance shall be undertaken within three months following commencement and as appropriate thereafter.

There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation with reasonable adjustments and support. This includes all Mandatory Training as required (annually or in accordance with timelines specified in relevant health service policies and procedures).

### QUALITY AND RISK MANAGEMENT

In order to help ensure continued employee and patient safety and quality of care:

- Staff are required to participate in the development and maintenance of a quality service through the application of professional standards; participation in quality improvement activities; and compliance with the policies, procedures, practices and organisational goals and objectives of AWH.
- Staff are required to contribute to the development and maintenance of the AWH Risk Management Framework and apply the framework to identify, evaluate and minimise exposure to risk across the organisation.

- **A positive risk culture at AWH is embedded by our belief that everyone has a role in risk. You are encouraged to identify opportunities for improvement and play a role in assisting the organisation to achieve its risk objectives.**
- Staff are required to abide by the Code of Conduct for AWH.

### HEALTH AND WELLBEING

The health and wellbeing of employees is a priority for AWH and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals.

I commit to:

- **Reporting through the Incident Management System any near misses or incidents as they occur.**
- Partaking in the promotion of the health and wellbeing of employees.
- Contributing to an inclusive and health promoting environment.
- Promoting our values and vision.
- An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.

### SCOPE OF AUTHORITY

Employees covered under this Position Description are not permitted to work outside of their designated level of responsibility without express permission from either the Manager or the Line Manager.

### CLOSING THE GAP

AWH is committed to enhance our ability to attract and recruit Indigenous people and committed to closing the gap in employment outcomes between Indigenous and non-indigenous people.

### CONFIDENTIALITY

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of AWH. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information.

Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

**Declaration:**

As the incumbent of this position, I acknowledge that I have read the Position Description and Job Demands Checklist, understood its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to AWH. I also agree to strictly observe the AWH Code of Conduct and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my employment.

Name of Incumbent: _____	
Signature: _____	Date: _____

<b>ANNEXES</b>
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**1. Organisational Responsibilities.**

Down Syndrome Victoria in collaboration with AWH will provide:

- Training to the successful applicant on public speaking, developing your story, leadership/job readiness training and conducting online presentations
- Support will be provided to the position to ensure safety and wellbeing

**2. Jobs Demand Checklist.**

The role will be supported by Down Syndrome Victoria and AWH.

This is a casual position which will be approximately 4-8 hours per week for 6 months.

**3. Work environment**

The successful applicant will be employed for probationary period of 3 months. The position in the pilot project is for 6 months.

The position will be supported by Down Syndrome Victoria, the Disability Liaison Officer and appropriate support worker, with the view to building capacity to build capacity within the role.

The position will be located on site as part of the social work team.

<b>DOCUMENT CONTROL</b>	
<b>Executive Sponsor:</b>	Executive Director Allied Health
<b>Manager Responsible:</b>	Discipline Manager Social Work
<b>Author(s):</b>	Discipline Manager Social Work
<b>Reviewed by People &amp; Workforce:</b>	<input type="checkbox"/> Click to enter a date.
<b>Position Description ID No:</b>	
<b>Approval Date:</b>	
<b>Date Due for Review:</b>	
<b>Version No:</b>	
<b>Original Approval Date:</b>	
<b>Previously Named As:</b>	

## ORGANISATIONAL RESPONSIBILITIES

The following criteria are requirements for all employees that may either be assessed through the selection process or assessed as part of your ongoing and annual Professional Development / Performance Management review cycle.

### **Communication:**

- Ability to gather relevant information through effective questioning.
- Ability to express information and ideas appropriately.
- Reads / reviews relevant documents.
- Participates in meetings, committees and disseminates information as required.

### **Equal Employment Opportunity:**

- Commitment to the principles.
- Supports diversity in the workplace.

### **Information Management:**

- Collects and uses data as required.

### **Integrity:**

- The ability to understand the implications of one's actions and act in a manner consistent with relevant policies, codes, guidelines and legislation.

### **Organisation Awareness:**

- Being aware of the organisational goals and objectives and contribute positively to their attainment.

### **People / Patient Focused Environment:**

- Ability to set the highest standards of performance for self and others in meeting the needs of internal and external customers.

### **Infection Control:**

- Hand Hygiene.
- Standard precautions.

### **Primary Health:**

- Promotes the social view of health, early intervention, health promotion and harm minimisation.

### **Quality Improvement:**

- Participate in, and where applicable leads educational and Quality Improvement activities.
- Works to continually improve own performance.

### **Resource Management:**

- Ensure all allocated resources are managed in an efficient and accountable manner.

### **Safe Practice and Environment:**

- Understands responsibilities under Occupational Health and Safety legislation.
- Able to identify actual / potential work place hazards and take corrective action.
- Vaccination status meets legislative requirements.

### **Self Development:**

- The ability to understand own development needs and to recognise, create and seize opportunities to improve performance.

### **Teamwork / Collaboration:**

- Works effectively with others to achieve mutual aims, and to identify and resolve problems.
- Influence an environment free from horizontal and vertical violence.

**JOB DEMANDS CHECKLIST:**

The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

***This form is to be completed by the Manager / Supervisor of the position being recruited to.***

**Position:** *Health and Education Ambassador*

**Department / Unit:** *Social Work Department*

**Facility / Site:** *Albury and Wodonga campuses AWH*

**TASKS PERFORMED:**

- communication with staff and external community members
- supported delivery of educational material in face to face and/or online format
- reviewing documents and developing resources in a collaborative manner
- meeting hospital teams and developing working relationships

**FREQUENCY DEFINITIONS:**

- I = Infrequent - intermittent activity exists for a short time on a very infrequent basis.
- O = Occasional - activity exists up to 1/3 of the time when performing the job.
- F = Frequent - activity exists between 1/3 and 2/3 of the time when performing the job.
- C = Constant - activity exists for more than 2/3 or the time when performing the job.
- R = Repetitive - activity involved repetitive movements.
- N = Not Applicable - activity is not required to perform the job.

Demands	Description	Frequency					
		I	O	F	C	R	N
<b>PHYSICAL DEMANDS:</b>							
Sitting	Remaining in a seated position to perform tasks.			x			
Standing	Remaining standing without moving about to perform tasks.	x					
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes.	x					
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes.						x
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks.	x					
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks.	x					
Kneeling	Remaining in a kneeling posture to perform tasks.						x
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks.	x					
Leg / Foot Movement	Use of leg and / or foot to operate machinery.						x
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps.	x					
Lifting / Carrying	Light lifting and carrying (0 - 9 kg).		x				x
	Moderate lifting and carrying (10 – 15 kg).	x					
	Heavy lifting and carrying (16 kg and above).						x
Reaching	Arms fully extended forward or raised above shoulder.						x
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body.	x					
Head / Neck Postures	Holding head in a position other than neutral (facing forward).						x
Hand & Arm Movements	Repetitive movements of hands and arms.				x		

Demands	Description	Frequency					
		I	O	F	C	R	N
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands.			x			
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work.						x
Driving	Operating any motor powered vehicle.	x					
<b>SENSORY DEMANDS:</b>							
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc.				x		
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries.				x		
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals.						x
Taste	Use of taste is an integral part of work performance, eg: Food preparation.						x
Touch	Use of touch is an integral part of work performance.				x		
<b>PSYCHOSOCIAL DEMANDS:</b>							
Distressed People	Eg: Emergency or grief situations.	x					
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.	x					
Unpredictable People	Eg: Dementia, mental illness, head injuries.						x
Restraining	Involvement in physical containment of patients / clients.						x
Exposure to Distressing Situations	Eg: Child abuse, viewing dead / mutilated bodies.						x
<b>ENVIRONMENTAL DEMANDS:</b>							
Dust	Exposure to atmospheric dust.						x
Gases	Working with explosive or flammable gases requiring precautionary measures.						x
Fumes	Exposure to noxious or toxic fumes.						x
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.						x
Hazardous Substances	Eg: Dry chemicals, glues.						x
Noise	Environmental / background noise necessitates people raise their voice to be heard.	x					
Inadequate Lighting	Risk of trips, falls or eyestrain.						x
Sunlight	Risk or sunburn exists from spending more than 10 minutes per day in sunlight.						x
Extreme Temperatures	Environmental temperatures are less than 15°C or greater than 35°C.						x
Confined Spaces	Areas where only one egress (escape route) exists.						x
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.						x
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.						x
Working At Heights	Ladders / stepladders / scaffolding are required to perform tasks.						x
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.	x					

The area below is for any special comments or notes on significant physical or other demands required to perform this job.