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<b>POSITION TITLE:</b>	<b>Information and Communication Technology (ICT) Trainee</b>
<b>RESPONSIBLE TO:</b>	Corporate Services Manager
<b>DEPARTMENT:</b>	Corporate Services
<b>AWARD:</b>	Health and Allied Services Award
<b>CLASSIFICATION:</b>	As per Award
<b>REPORTS TO:</b>	ICT Support Officer
<b>CONTRACT:</b>	12 Months Fixed Term

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### **POSITION STATEMENT**

Information Communication Technology is an essential service for Orbost Regional Health (ORH) in order to provide quality health services. This position exists to assist the ICT Support Officer in providing and maintaining efficient and effective ICT systems to all departments of ORH.

### **RESPONSIBILITIES AND KEY PERFORMANCE INDICATORS (Outcomes)**

#### **Key Responsibilities:**

- Assist the ICT Support Officer in daily tasks, as required.
- ICT support for all staff members.
- Take on key responsibilities when ICT Support Officer is absent.
- Any other tasks as requested by the ICT Support Officer.
- Planning and prioritising allocated tasks.
- Undertaking daily / weekly duties in a timely manner, as they relate to the ICT function of this role.
- Study towards Certificate III in Information Technology. Certificate to be obtained within the 12-month traineeship.

#### **Professional Issues:**

- Maintain confidentiality.
- Attend training sessions as required to ensure skills are kept current.

### **QUALIFICATIONS**

- VCE or equivalent
- Any technology related qualifications or certifications
- Actively pursue a Certificate III in Information Technology

### **KNOWLEDGE, SKILLS and ATTRIBUTES**

- Excellent Communication Skills
- Ability to work autonomously but understand the importance of teamwork
- Good problem solving ability
- Strong proficiency with common computer systems (e.g. Microsoft Windows, Office, Zoom)
- Ability to take directions and complete deadlines
- Flexibility with work hours to suit organisation timelines

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## **HUMAN RESOURCES**

- Employees must comply with and demonstrate the Organisational Behavioural Values **Respect, Integrity, Compassion, Excellence, Community**
- All employees of Orbest Regional Health are required to participate in an annual Performance review and planning process, ensuring all documentation is provided for the personnel file.
- Participate in the annual review and planning process, completing an annual performance review which is in line with the strategic objectives of Orbest Regional Health
- During the annual performance review discussion review the annual information updates as listed in attachment 2.
- All employees will undertake an organisational orientation induction program and complete training requirements relevant to position, including mandatory training as listed in attachment 1.
- On an annual basis complete mandatory training as per attachment 1.
- ORH promotes the safety and wellbeing of all children and particularly those from culturally and/or linguistically diverse backgrounds. Working with children checks are required for staff who work with children under 16, and understanding of implementation of safe practices with children including mandatory reporting of child abuse is a requirement of ongoing employment.

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## **ADMINISTRATION**

- Be conversant with Orbest Regional Health policies and procedures and be able to demonstrate how to access relevant policies and procedures using the PROMPT system

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## **OCCUPATIONAL HEALTH AND SAFETY**

- Ensure that work practices are carried out in accordance to the Occupational Health and Safety policies, and the operational policies and procedures of the organisation.
- Ensure daily tasks are carried out in such manner that minimises risks to patients/residents, other staff members and visitors.
- Are confidently able to complete a Riskman incident report and report any safety issues immediately to the supervisor and/or Safety Representative.
- Ensure that infection control guidelines and requirements are known and incorporated into daily work activities.

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## **QUALITY AND SAFETY**

- Demonstrate a commitment to the delivery of quality services.
- Demonstrate a focus on partnering with consumers in the planning, delivery and evaluation of services and care, by actively seeking feedback and engaging consumers in their care planning as appropriate to employee role.

- Ensure all Multi Purpose Service activities are in accordance with the
    - National Safety and Quality Health Service Standards (organisation wide)
    - Department of Human Services Standards (Disability and Homelessness Support)
    - Royal Australian College of General Practitioners Standards (Medical Clinic);
    - Diagnostic Imaging Standards (Radiology).
  - Actively participate in the Orbest Regional Health quality program and accreditation processes against the above standards.
  - Are confidently able to complete a RiskmanQ quality activity.
  - Be able to identify risks and follow the Orbest Regional Health Risk Management Policy and procedure.
  - Have processes to monitor and evaluate the performance of the services provided by the work area.
  - Be aware of Orbest Regional Health's approach to quality and safety that includes: Risk management, Clinical governance, Patient centred care and Consumer rights and responsibilities, Diversity, Workplace Health, Safety & Wellbeing, Performance reporting and Monitoring, Partnering with Consumers, Quality Improvement and Open Disclosure. Refer Staff Guides located in Prompt.
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## **AUTHORITY AND CONDITIONS**

- All employees of Orbest Regional Health must sign a Confidentiality Statement. This is to ensure that employees shall not at any time, either during the period of employment, or at its completion, divulge either directly or indirectly to any person, confidential knowledge or information acquired during the course of this employment.
- All employees of Orbest Regional Health are required to recognise consumer rights and operate within the Charter of Human Rights.
- Adhere to the level of authority under the Organisation Instrument of Delegation.
- This position carries a Level                      under the Instrument of Delegation.

I have read, understood and accepted this Position Description.

.....  
**(Employee Name)**

.....  
**Executive Title**

.....  
**Signature**

.....  
**Signature**

.....  
**Date**

.....  
**Date**

*Orbest Regional Health reserves the right to review and amend this document at its discretion.*

## ***KEY SELECTION CRITERIA***

### **Essential Criteria**

- Genuine interest in Information Technology
- Basic knowledge of PC components and operations
- Basic knowledge Microsoft Windows and Office software
- Basic knowledge of email and internet applications
- Ability to work under instruction and take guidance
- Ability to work as part of a team
- Skills in managing own time and prioritising work
- Strong communication skills
- Good understanding of the principles relating to privacy and confidentiality
- Current Police Check, Working with Children or Working with Aged as relevant
- Drivers licence

### **Desirable Criteria**

- Completed or completing VCE or equivalent
- Demonstrated customer service

**Orbost Regional Health Position Description - Attachment 1**  
**Organisation wide – Mandatory Training**

Focus area	Frequency	Classification	Staff	Training Type	Committee Responsible
<b>Emergency Response</b>	Orientation & Annual	Mandatory	All ORH Staff	Online training	Emergency Preparedness & Resilience
<b>Manual Handling</b>	Orientation & Annual	Mandatory	All ORH Staff	Online training	OH&S
<b>No Lift</b>	Orientation & Annual	Mandatory	Nursing Staff	Online training and practical assessment	OH&S
<b>Hand Hygiene</b>	Orientation & Annual	Mandatory	All ORH Staff	Online training	Infection Control
<b>Basic Life Support</b>	Orientation & Annual	Mandatory	All Nursing Staff Medical Staff	Self-directed learning package-clinical skills practical assessment	Clinical Standards
<b>Medication Administration General Adult &amp; IV competency</b>	Orientation & Annual	Mandatory	All Nursing staff (including medication endorsed ENs).	Online training	Clinical standards
<b>Falls Prevention</b>	Orientation & Annual	Mandatory	All nursing staff	Online training	Clinical Standards
<b>Neonatal Resuscitation</b>	Orientation & Annual	Mandatory	All Midwives	Online training	Clinical Standards
<b>Advanced Life Support</b>	Orientation & Annual	Mandatory	All ALS responders – grade 5/ ANUMs	Self-directed learning package-clinical skills practical assessment	Clinical Standards
<b>Triage</b>	Orientation & Annual	Mandatory	Grade 5 / ANUM	Online Training	Clinical Standards
<b>Blood Safe</b>	Orientation & Annual	Mandatory	All Nursing Staff	Online Training	Clinical Standards
<b>Aseptic Technique</b>	Orientation & Annual	Mandatory	All Nursing & Medical Staff	Online Training	Infection Control
<b>Bullying and Harassment</b>	Orientation	Mandatory	All ORH Staff	Online Training	People and Culture
<b>Risk Management</b>	Orientation & Annual	Mandatory	Managers	Online Training	OH&S
<b>Occupational Violence</b>	Orientation	Mandatory	All ORH Staff	Online Training	OH&S
<b>OHS</b>	Orientation	Mandatory	All ORH Staff	Online Training	OH&S
<b>Cybersecurity training for health services</b>	Orientation	Mandatory	All ORH Staff	Online Training	MPS Managers
<b>NDIS Worker Orientation Program</b>	Orientation (post June 2020)	Mandatory	NDIS workers	Online Training	People and Culture

**Orbost Regional Health Position Description – Attachment 2**  
**Organisation wide – Orientation & Annual Information Update**

Focus area	Frequency	Classification	Staff	Training Type
Occupational Health & Safety	Orientation & Annual	Info Update	All ORH Staff	Manager Discussion
People & culture	Orientation & Annual	Info Update	All ORH Staff	Workshop
Diversity	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Clinical Governance	Orientation & annual	Info Update	All ORH staff	Manager Discussion
Resource Management	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Risk Management	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Quality Improvement	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Partnering with Consumers	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Performance Reporting and Monitoring	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Patient Rights & Responsibilities	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Emergency management & Business Continuity	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Review & Planning Process	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Environmental sustainability	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion