

Healthcare Assistant Job Description

A comprehensive job description template
for Australian health and care businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and health care industry practices at the time of publication. You should review and tailor this template to suit your business, facility type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Healthcare Assistant / Clinical Support Worker / Patient Care Assistant

1.2 Position Summary

The Healthcare Assistant provides clinical support and patient care under the supervision of registered nurses and healthcare professionals. This role involves assisting with patient assessment, monitoring vital signs, supporting clinical procedures and ensuring patient comfort and safety in healthcare settings.

The position requires clinical knowledge, attention to detail and the ability to work effectively in fast-paced healthcare environments. Healthcare Assistants must maintain high standards of infection control, follow clinical protocols and provide compassionate patient-centred care.

1.3 Reporting Structure

This position reports to:

- Registered Nurse (RN) / Clinical Nurse
- Nurse Unit Manager / Clinical Manager
- Director of Nursing / Health Services Manager

1.4 Employment Type

This position is available as:

- Casual (variable shifts based on facility needs)
- Part-time (regular rostered shifts)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Clinical Care and Assessment

- Monitor and record vital signs including temperature, blood pressure, pulse and respiration
- Conduct patient observations and report changes to nursing staff
- Assist with patient assessments and health screenings
- Monitor blood glucose levels for diabetic patients
- Measure and record fluid intake and output
- Assist with oxygen therapy monitoring
- Support clinical testing and specimen collection

2.2 Patient Care and Support

- Assist patients with personal hygiene and grooming

- Support patients with mobility and transfers
- Help patients with eating and drinking
- Provide continence care and toileting assistance
- Support patients with positioning and comfort measures
- Assist with patient admission and discharge processes
- Maintain patient dignity and privacy at all times

2.3 Wound Care and Clinical Procedures

- Assist registered nurses with wound dressing changes
- Monitor wound healing and report concerns
- Support with catheter care and management
- Assist with stoma care as directed
- Help prepare equipment for clinical procedures
- Support patients during medical examinations
- Maintain sterile technique during procedures

2.4 Medication Support

- Assist with medication administration under RN supervision
- Monitor patients taking medications and report reactions
- Maintain accurate medication records
- Support medication compliance monitoring
- Store and handle medications according to protocols
- Report medication errors or concerns immediately
- Assist with medication stock management

2.5 Infection Control and Safety

- Follow strict infection control procedures and hand hygiene
- Use personal protective equipment (PPE) appropriately
- Maintain clean and safe patient environment
- Follow isolation and barrier nursing protocols
- Clean and sterilise equipment as required
- Dispose of clinical waste safely
- Report infection control breaches immediately

2.6 Documentation and Communication

- Maintain accurate patient care records and charts
- Document all clinical observations and interventions
- Participate in clinical handover meetings

- Communicate effectively with multidisciplinary team
- Report patient concerns to nursing staff promptly
- Use electronic health record systems accurately
- Maintain confidentiality of patient information

3. Required Skills and Attributes

3.1 Essential Skills

Clinical Skills and Knowledge

Competency in vital signs monitoring. Understanding of patient observation and assessment. Knowledge of infection control principles. Skills in wound care and dressing changes. Understanding of clinical terminology and documentation.

Patient Care Skills

Competency in personal care assistance. Safe manual handling techniques. Understanding of patient dignity and comfort. Skills in supporting activities of daily living. Ability to recognise and respond to patient deterioration.

Communication and Teamwork

Clear communication with patients and healthcare team. Active listening and empathy. Ability to report clinical observations accurately. Skills in working with diverse patients. Professional communication with families.

Attention to Detail

Accuracy in clinical observations and recording. Attention to infection control protocols. Careful monitoring of patient condition. Precision in medication support. Thoroughness in documentation.

3.2 Personal Attributes

- Compassionate and caring approach
- Professional and reliable
- Calm under pressure
- Flexible and adaptable
- Strong work ethic
- Team player with collaborative approach
- Commitment to patient safety and quality care
- Culturally sensitive
- Punctual and dependable
- Continuous learner

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Certificate III in Health Services Assistance or Individual Support (Ageing or Disability)
- Current First Aid and CPR certificate
- Medication competency training and assessment
- National Police Check (within last 12 months)
- NDIS Worker Screening Check (if applicable)
- Immunisation records including COVID-19, influenza, hepatitis and tuberculosis screening
- Eligibility to work in Australia

4.2 Desirable Qualifications

- Certificate IV in Ageing Support or Health Care
- Wound care training
- Dementia care training
- Palliative care training
- Manual handling certificate
- Catheter care training
- Previous experience in healthcare settings

4.3 Experience

Previous experience in healthcare, aged care or hospital settings is highly valued. Experience in clinical care, patient assessment or working under nursing supervision is beneficial. New graduates with appropriate qualifications and strong clinical placement experience will be considered.

5. Working Conditions

5.1 Hours of Work

- Rotating shifts including morning (7am-3pm), afternoon (3pm-11pm) and night shifts (11pm-7am)
- Regular weekend and public holiday work
- Shift lengths typically 8-12 hours
- Peak activity during clinical rounds and care periods
- Roster provided in advance as per award requirements
- On-call arrangements may apply

5.2 Physical Requirements

- Ability to stand and walk for extended periods
- Physical capability to assist with patient transfers and mobility
- Manual handling of equipment and patients
- Bending, reaching and kneeling during patient care

- Good vision for clinical observations and documentation
- Physical stamina for active shifts

5.3 Work Environment

- Healthcare facility, hospital or aged care setting
- Climate-controlled clinical environment
- Exposure to bodily fluids, blood and clinical waste
- Contact with infectious diseases and illness
- Fast-paced during busy clinical periods
- Emotionally demanding situations including end-of-life care

5.4 Uniform and Presentation

- Clinical uniform or scrubs provided by facility
- Closed, non-slip footwear required
- Neat and professional appearance
- Hair tied back for infection control
- Minimal jewellery and accessories
- Name badge and identification to be worn at all times

6. Award Information

6.1 Modern Award Coverage

This position is covered by the Aged Care Award 2010 (MA000018). The award sets minimum pay rates, penalty rates, allowances and conditions for employees working in aged care and healthcare facilities.

6.2 Classification Level

Healthcare Assistants are generally classified under the award as:

- Level 2 Pay Point 2: Healthcare assistant with Certificate III qualification
- Level 3: Experienced healthcare assistant with medication competency and advanced clinical skills
- Level 4: Senior healthcare assistant with specialised clinical duties

The specific classification level will be determined based on qualifications, experience and duties performed.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: 150% of base rate
- Sunday: 175% of base rate
- Public holidays: 250% of base rate
- Night shift allowances for overnight work

- Overtime rates as per award

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Aged Care Award 2010 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all patients, families and colleagues with respect and dignity
- Maintain strict confidentiality of patient information
- Follow all clinical policies, procedures and protocols
- Comply with healthcare quality and safety standards
- Arrive on time for scheduled shifts in full uniform
- Notify management of absence or lateness as soon as possible

7.2 Clinical Standards

- Provide patient-centred care following clinical guidelines
- Maintain accurate and timely clinical documentation
- Report changes in patient condition promptly
- Follow care plans and clinical orders precisely
- Maintain high standards of clinical care
- Work within scope of practice at all times

7.3 Safety and Infection Control

- Follow infection control protocols strictly
- Use PPE appropriately at all times
- Practice safe manual handling techniques
- Report all clinical incidents and near misses immediately
- Maintain clean and safe clinical environment
- Participate in safety and quality improvement activities

7.4 Teamwork Expectations

- Communicate effectively with healthcare team
- Participate actively in clinical handover
- Support colleagues during busy periods
- Share clinical information relevant to patient care
- Accept feedback constructively and implement improvements
- Assist with mentoring new healthcare assistants

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining relevant clinical experience
- Copies of qualifications and certificates
- Current immunisation records
- Contact details for two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview
- In-person interview at the facility
- Clinical skills assessment
- Reference checks
- National Police Check and worker screening
- Pre-employment health assessment

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the facility.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____