

Position title	Stores and Equipment Assistant
Work Location	1836 Sturt St, Alfredton
Employment type	Casual, Ongoing
Duration	12 hours per week
Position reports to	Stores and Equipment Coordinator
Date approved	November 2025

Organisational Environment

Ballarat Hospice Care Inc. (BHCI) is a home-based palliative care service, caring for people living with a life-limiting illness and supporting their family and carers in their place of residence.

We are a team of specialist palliative care clinicians, supportive care advisors, patient and family support volunteers and compassionate administrative staff. We work closely with GPs, local hospitals, specialist doctors, nursing and community services – all to meet the varying and individual needs of the people we care for, including 24-hour support and loan of equipment without direct cost to the patient or family. We also offer education to carers and patients, and to health and community services and community groups. We cover the Hepburn Shire, City of Ballarat, the northern end of the Golden Plains Shire and the western end of the Moorabool Shire.

Our palliative care philosophy is that death is a normal and expected part of life. The model of care incorporates physical, spiritual, social and emotional support, including grief and bereavement support for a period of 13 months, as endorsed by the *National Bereavement Standards*. BHCI is an inclusive organisation and undertakes accreditation in accordance with QIP and Rainbow ✓ quality standards.

As an incorporated organisation, we work under the Incorporations Act and hold a Service Agreement with the Department of Health and Human Services Victoria. BHCI works within the frameworks of Safer Care Victoria (SCV) as the state's healthcare quality and safety improvement agency. We operate a Friends of Hospice Op Shop, which is supported by volunteers. BHCI is a flexible workplace and values investment in the development of students, research and learning.

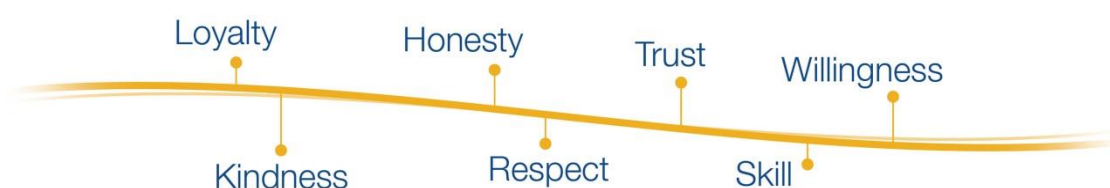
Vision

To offer our community a specialist palliative care service focused on end-of-life issues and care

Mission

Using a skilled interdisciplinary team approach, to facilitate with compassion, the provision of Home-Based, holistic palliative care to anyone facing end-of-life issues

Values



Position Purpose

This position supports the delivery of high-quality, compassionate palliative and end-of-life care by coordinating, maintaining, and safely managing all equipment and stock. The role includes delivering and collecting medical equipment to and from patients' homes, ensuring all items are safe, clean, well-maintained, and compliant with legislative, quality, and infection-control standards.

The Stores and Equipment Assistant directly supports patients and families, demonstrating compassion, respect, and sensitivity while ensuring essential equipment is available, functional, and fit for purpose.

Scope

This role works as part of the multidisciplinary team, supporting the care of patients and families through the referral process by ensuring equipment and resources are available, safe, and appropriately maintained.

The role also involves physical tasks associated with the delivery and collection of equipment, requiring mobility, safe manual handling practices, and the ability to work in varying home environments.

Key Responsibilities

1. Demonstrate and uphold the values of BHCI through professional attributes and behaviours
2. Demonstrate cultural appropriateness and respect for diversity
3. Coordinate and undertake the delivery and pick-up of medical equipment to and from patients' homes as a key component of end-of-life care.
4. Assist with the management of equipment stock, storage, and maintenance and contribute to the management of the BHCI Asset Register
5. Maintain equipment to a safe, clean standard aligned with infection control and OH&S principles
6. Monitor and remedy property maintenance as required

Key Responsibility 1

Demonstrate and uphold the values of BHCI through professional attributes and behaviours

- To embrace the mission, values and philosophy of BHCI and use these principles as the basis of work practice
- Proactively contribute to professional attributes and behaviours (see over)
- Ensures the provision of service complies with the policies and procedures of BHCI
- Communicate openly and honestly as an effective team member
- Participates and contributes to the BHCI multi-disciplinary team meetings
- Commitment to the delivery of person-centred care

Key Responsibility 2

Demonstrate cultural appropriateness and respect for diversity

- Demonstrate a positive regard for diverse cultures, genders, sexual orientations and person-centred care
- Respond to all people in a non-judgmental, inclusive and supportive manner
- Demonstrate awareness of the relationship between culture, diversity, health beliefs, and health-seeking behaviour
- Participate in education specific to cultural diversity, cultural safety, LGBTIQ+ inclusivity and the inclusion of minority groups regardless of how they identify.

Key Responsibility 3

Deliver and collect medical equipment to and from patients' homes safely, securely, and efficiently

- Handle equipment correctly to prevent damage and ensure safety.
- Transport items securely and follow OH&S and infection-control procedures.
- Set up equipment in patients' homes as required.
- Pack away and return equipment safely when collected.
- Provide patients and families with clear guidance on equipment use.
- Maintain professional and compassionate interactions during home visits.

Key Responsibility 4

Assist with the management of equipment stock, storage, and maintenance and contribute to the management of the BHCI Asset Register

- Stock will be maintained through a control system, e.g. 5/5, to ensure stock is available when required and to ensure older stock is used before the expiry date
- Equipment will be moved, either delivery or collection, by referral through Pal Care Software and documented under the patient's record
- Contribute to the maintenance of the BHCI asset register in cooperation with the CEO and Finance Manager

Key Responsibility 4

Equipment will be kept to a safe, maintained and clean standard and one that is based on rigorous infection control systems and OH&S principles

- Servicing of Oxygen Concentrators occurs as per a maintenance calendar
- Report to Stores Coordinator that all electrical equipment is tested and Tagged, and the register is current and up to date
- BHCI systems meet the Australian Standard for Risk Management AS 4360:2004 and the Australian Standard 3760
- Check equipment from a safety perspective and access external services if required
- Undertake annual OH&S training with emphasis on the role of Health Safety Representative

Key Responsibility 5

Monitor and respond to property maintenance needs as required

- Ensure the property is tidy and clear of obstruction with regular mowing of the nature strip
- General observation of buildings – painting, guttering, driveway, car park and lights – report to CEO – be willing to participate in building safety and audit program

For all BHCI team members:

Occupational Health and Safety

- BHCI acknowledges its responsibility under the OHS Act 2004 and the OHS Regulations 2017 to eliminate risks to health and safety in the workplace as far as is practicable. The legislation also places a duty on all employees to take responsibility for their own and others health and safety, to cooperate with management in relation to training, policies and actions to better the working environment.
- As a member of the team you are expected to consistently undertake meaningful self-care and professional self-development throughout the year.

Privacy and Confidentiality

- Ensure that the business and affairs of BHCI, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required by law. Such confidentiality shall extend to the commercial and financial interests and activities of BHCI
- Agree to maintain strict confidentiality while employed by BHCI and at all times thereafter as to information regarding BHCI and client / customer data, operating procedures, client lists and financial information acquired by you during the course of your employment. At no time must information related to patient/ family or staff member be discussed with anyone other than the relevant staff member and / or care professional providing care / service.
- Awareness of the implications of the Australian Privacy Principles (Privacy Act 1988 (Cth)), Information Privacy Principles (The Privacy and Data Protection Act 2014 (Vic)) and Health Privacy Principles (Health Records Act 2001 (Vic)).

Professional Attributes and Behaviours:

Teamwork

- committed to sustaining a positive and trusting team culture
- proactive contributor to the work of the team and contribute towards an interdisciplinary approach to care
- willing to work collaboratively with all team members and willing to share information with colleagues
- open and honest communication with all team members
- willing to negotiate positive outcomes with all team members
- willing to develop new skills and knowledge rapidly

Motivation

- demonstrates a confident, optimistic and proactive mindset
- takes ownership of own job and actively considers the consequences of their actions and the decisions they make
- demonstrates commitment to the team, is willing to share responsibility for the team's goals & objectives

Workplace Integrity

- demonstrate ongoing commitment to the Vision and Mission of BHCI
- preparedness to consistently undertake work in a manner which is in line with the organisation's values of loyalty, honesty, trust, skill, kindness, respect and willingness
- treating the workplace environment, other staff and contractors with respect
- dealing with confidential and sensitive information in a professional manner

Workplace Responsibilities

- BHCI acknowledges that its staff and volunteers have legislative responsibilities in relation to workplace rights which include but not limited to: discrimination, victimisation, bullying and harassment including sexual harassment, equal opportunity, disability, family violence and or abuse and children, parents and carers.
- All staff and volunteers work within a Risk Management Culture and report Adverse Events, Near Misses and Incidents as they are identified or arise.

Key Selection Criteria

1. Experienced in dealing with people who require a sensitive and respectful response to their needs.
2. Ability to work with private and confidential information, exercising the highest degree of discretion.
3. Exceptional organisational, time management and prioritisation skills with the ability to work under pressure.
4. Able to work alone or collaboratively in a team, but also able to take direction
5. Computer skills and able to manage a maintenance and equipment register (with training).
6. Developed verbal and written communication skills.
7. A broad knowledge of basic handyman skills.
8. Comprehension of Quality & Risk Management systems and be able to apply the principles to practice.

Qualifications and Experience

- Accredited to provide Test & Tag services or willing to work toward
- OH&S Training and HSR

Also required

- Current Police Check
- Current Australian Driver's Licence
- Vaccination – influenza (annually), COVID-19 boosters as appropriate

Other relevant information:

- Remuneration and employment, depending on the award.
- You may be required to undertake other projects and duties as directed by the CEO
- The CEO may amend this position description if required. Any changes will be made in consultation with the affected employee(s).
- You are required to comply with Workplace Policies and Procedures (as amended from time to time) and contribute to and maintain a safe workplace environment.
- Appointment will be subject to a three-month probationary period from the date of commencement, and a Performance Review will occur three (3) months following, then annually, considering the key roles and responsibilities and required personal and professional attributes outlined in this position description. In addition to reviewing performance (individual and work team), the meeting provides an opportunity to ensure role clarity, revise key performance activities/measures and set development objectives and goals for the year ahead.

Employee Signature _____

Date _____

CEO Signature _____

Date _____