



# Position Description – Support Worker

Position:	Support Worker
Band:	Band 2 – Homecare Band 3 – Personal Care & Respite Care
Position Number:	1331 – Home 1329 – Personal
Business Unit:	Home Based Support Services
Directorate:	Corporate and Community Services

Name of Occupant	Vacant
Date Approved	21 August 2020
Approved By	Manager Community Services

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## Position Objective

To support frail aged and people with a disability (including children) to stay active, independent and living in their homes as long as possible by providing high quality domestic support, personal care and respite. This work involves flexible rostering arrangements in which the workplace is primarily the private homes of Baw Baw Community Care clients and other community locations.

## Key Responsibility Areas

The following are the key responsibility areas for the position:

### General

- Helping clients to stay active, involved and doing as much for themselves as possible working with an active service approach.
- Listening to clients and supporting them to achieve their care plan in partnership with other supports, maximising client independence and control of their lives
- Ensure that all work undertaken is carried out in a healthy and safe manner, identifying risks and hazards proactively in accordance with OH&S policies and procedures.

- Monitor client wellbeing and discuss any changes with the Home-Based Support Services Coordinator
- Adherence to Council's dress code and wearing personal protective clothing as required
- Availability and willingness to respond promptly and flexibly to requests to meet client needs

#### Home care (Band 2)

- Working with clients to keep their home clean and safe
- To perform routine domestic tasks necessary to maintain the normal functioning of a household, which may include:
  - Washing, sweeping, and vacuuming floors
  - Cleaning bathroom, shower, toilet and fixtures
  - General cleaning, dusting furniture and fixtures
  - Washing, hanging out, ironing, folding clothes/household linen
  - Kitchen: wiping the bench tops, stove and refrigerator
  - Preparing and cooking meals
  - Making beds and changing linen
  - Inside windows and walls
  - Shopping, paying bills etc with or on behalf of the client
  - Transporting clients to appointments

#### Personal Care (Band 3)

- To assist/supervise with personal hygiene duties as required, i.e. toileting, bathing, showering, grooming and dressing
- Fitting of aids/appliances, such as compression stockings or splints
- Supervise with the administration of medication (prompting only)
- Assist with prescribed exercise or therapy programs
- Assist with the application of non-prescribed body creams.

#### Respite Care (Band 3)

- Respite care for the carer of people with a disability, dementia, frail aged etc. (including dependant siblings of children who have a disability).
- Provide organised, interactive, quality home based and community respite to enable the carer to take a well-earned break.
- To promote interaction within the community to enhance social stimulation, within a respite.

### Administration (Band 2, and band 3 only by special arrangement)

- Participate in meetings, staff development and performance reviews as determined by the Home Based Support Services Coordinator.
- Undertake mandatory training or certification to meet industry standards and organisational needs as required of the position.
- Participate in and undertake rostered supervision and random workplace visits.
- Read and comply with the guidelines and procedures of Aged and Disability Services.
- Basic administrative duties including the completion of accurate timesheets, travel records, communication sheets and OH&S related forms returned within the appropriate timeframes.
- Reporting of hazards and critical client incidents immediately to the office, using communication sheets or event forms to record the event.

All other duties and additional tasks as directed, within the skills and abilities of a position at this level.

### Organisational Relationships

Reports to:	Aged and Disability Supervisor
Supervises:	NIL
Internal Liaisons:	Home Support Workers; Rostering/admin staff; assessment officers
External Liaisons:	Clients and clients significant others and family

### Commitment to Culture

Baw Baw Shire Council is committed to creating a culture first environment that actively promotes and demonstrates above the line behaviours.

We will strive to be:

**Optimistic** – about our organisation's future and our ability to deliver quality services and projects to benefit our community.

**Pragmatic** – by resolving issues and making the best possible use of our time, effort and resources.

**Respectful** – of ourselves, our Council and of the diverse views and perspectives of our community.

**Supportive** – by valuing our team members, empowering them to be successful in their roles and investing in their growth and development.

**Authentic** – by undertaking our work in an open, honest and transparent manner.

### Commitment to Safety

Baw Baw Shire Council has made a committed to increasing our safety performance. A high performing safety culture is created by empowering all Councillors, Employees and Volunteers to be accountable to our ThinkSAFE approach.

Our expectation is that you will **Think, Stop, Assess, Foresee and Evaluate hazards and risks** in all you do to achieve our overall goal of creating a safe work environment.

### Qualifications and Experience

[www.bawbawshire.vic.gov.au](http://www.bawbawshire.vic.gov.au)

The qualifications and experience required for the position include:

- Certificate III in Aged Care/Home and Community Care (or equivalent qualification).
- Demonstrated skills in a range of domestic duties, provision of personal care and respite support.
- Satisfactory police check.
- Current Drivers Licence.
- Current First Aid and CPR Certificate Level 2.

### Key Selection Criteria

- Qualification and Experience as outlined above.
- Ownership of a registered and comprehensively insured vehicle.
- Empathy with and general understanding of frail aged people and people with a disability.
- Ability to be reliable and to work with minimal supervision.

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### Accountability and Extent of Authority

The position's accountability and extent of authority will be as follows:

- The quality of the work undertaken in clients' homes.
- Client satisfaction.
- All monies entrusted to them by the client whether to shop or pay accounts.
- Establish a professional supportive relationship with clients and colleagues.
- Reporting of hazards, client complaints, client changes and critical client incidents.

### Judgement and Decision Making

Judgement and decision-making skills required for the role include:

- Prioritise tasks most in need to be undertaken with the client in accordance with allocated time, duties and program guidelines.
- The ability to decide the best approach to individual tasks provided they are rotated appropriately and in line with OH&S guidelines.
- Implementation of emergency or severe weather procedures may be required under supervisory direction.

### Specialist Skills & Knowledge

The skills and knowledge required to perform the duties of the position include:

- The ability to complete a range of domestic duties to a high standard.
- The ability to establish professional supportive relationships with clients.
- Demonstrated ability to maintain confidentiality.
- Observation and reporting skills.
- Ability to undertake repetitive and physically demanding tasks.
- Understanding of active service principles and wellness and enablement approach.

## Management Skills

The required management skills include:

- The ability to manage one's time effectively.
- The ability to work effectively and efficiently unsupervised.
- The ability to maintain records and complete workplace documentation.
- The ability to schedule client visiting times, accounting for travel times and breaks.

## Interpersonal Skills

Interpersonal skills include:

- Ability to communicate effectively and empathetically with clients maintaining a professional relationship and maintaining confidentiality.
- Ability to cooperate and communicate appropriately with the home care coordinator and other staff.
- Active listening skills.
- Basic problem solving skills.
- Honesty.

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**ACCEPTED** for and on behalf of the **EMPLOYEE**

[acceptance\_status]

Acceptance of Employee

[candidate\_name]

Name of Employee

[acceptance\_date]

Date