POSITION DESCRIPTION

Position Title: Home Support Worker

Reports To: Supervisor Service Delivery

Salary/Classification Level: Helping Hand Residential & Home Care Enterprise Agreement 2014
Health Services Employees (HSE)
Community
Level 2

Reporting To This Position: Nil

Purpose of the Position

The Home Support Worker is responsible for the delivery of high quality domestic services to meet the needs of Helping Hand clients within their homes and in the community. This includes supporting independence, and the client's right to choice.

Your Team

The Home Support Worker works independently and without direct supervision. This role communicates frequently with Service Delivery Coordinators to schedule work, and discuss clients' needs.

The Home Support Worker is part of a broader team of workers delivering services to our community clients. The team includes other home support workers, gardeners, maintenance staff and community care workers.

Other Key Relationships

The key customers are the clients requesting services in their homes. This may also extend to their families or communities.

Key Outcomes & Responsibilities

Provide High Quality Services

- Provide services that meet the needs of the client and support their independence, dignity and choice.
- Deliver the services detailed on the agreed support plan. These may include:
  - Meal preparation, transport, laundry, general housecleaning, shopping, banking/bill paying, basic gardening and pet care.
- Be flexible when responding to changing client needs, including changes to work schedules, in accordance with the agreed support plan.
- Be aware of changes to the client's health and emotional well being, and report these to a Helping Hand coordinator.
- Maintain the privacy and confidentiality rights of clients and their families.

- Helping Hand understands that our staff's strength lies in the care and support that they show our clients. However, successful and ethical working relationships are based on a clear understanding of what the workers' role is – and just as importantly – what their role isn't. Appropriate relationships with clients are those which recognise that we provide services, and keep a separation between personal life and work.
- Ensure that identification is displayed and wear the Helping Hand uniform.
- Adopt a friendly, professional and positive manner when representing Helping Hand in the community.
- Be careful and respectful of client property.

Communicate Effectively

- When in doubt, ask! Contact Helping Hand and/or your client's carer to discuss issues when the need arises.
- Report any incidents or changed circumstances that relate to you, your work or client services to Helping Hand.
- Communicate with clients in a respectful, caring way.
- Use effective communication to adapt to working with different people.
- Make sure that all written documentation and records are clear, precise, non-judgemental and informative - remember that the Communication Book is a public document.
- Discuss with the client and/or carer what is written in the communication book.
- Record in the client's Communication Book the details of each visit and care and service provided, as per Helping Hand's instruction.
- Let us know about improvements you think might work, and work with us to make them happen.

Teamwork

- Work with others who are trying to improve the workplace and our services
- Participate in workplace meetings and programs, ie: safety meetings, team meetings, forums and organised program activities.
- Talk with your peers to find solutions to meet client needs. Use the wider team to help find solutions.
- Contribute to the induction and support of new staff by providing information and support when required.

Maintain accurate documentation and records.

- Make sure that your work diary is up-to-date at all times and reflects the official work roster.
- Comply with legal responsibilities in relation to documentation, ensuring entries are dated, signed and written in ink.
- Ensure that Helping Hand paperwork is accurately completed and submitted within the required timeframes. This includes, but is not limited to, employment administration forms, incident report forms and leave forms.

Mandatory Certificates and Licences

- Ensure that mandatory licences and certifications are maintained, including:
  - Senior First Aid Certificate,
  - Statement of Attainment - *"Provide Cardiopulmonary Resuscitation (CPR)"*
  - Driver's Licence

- Maintain an up-to-date Police Clearance.
- Maintain a Department for Communities and Social Inclusion (DCSI) Clearance*, where this is required.

Personal Development

- Complete all required training within the identified timeframes.
- Participate in performance discussions and other feedback processes.
- Be prepared to share your skills and knowledge with others to support their learning opportunities.

Carry out other duties consistent with the purpose of the position, as directed by Supervisors and/or Management.

Selection Criteria

Essential

- A capacity for compassion and empathy.
- Personal Communication
    - Able to demonstrate empathy toward others
    - Positive approach
    - Be flexible and cooperative around work schedules.
    - Able to observe and report changes and concerns in relation to clients
- Personal effectiveness
    - Takes responsibility for own actions
    - Relates and works well with people of different cultures, gender and backgrounds
    - Able to know when to seek information and direction
    - Learns from mistakes, and applies these lessons to achieve improved job performance.
    - Understands the role of independence and dignity in providing services to older people.
- Written Communication
    - Able to write clear notes about the services provided.
    - Able to read a care plan.
- Good customer service skills including
    - Able to represent Helping Hand professionally,
    - Able to recognise client rights,
    - Able to provide clients with choice and to personalise services.
- Good time-management skills including:
    - Punctual and reliable
    - Able to find solutions to issues or problems to support service delivery
    - Able to complete scheduled tasks and manage conflicting priorities
    - Accepts that appointments may be cancelled and scheduled at short notice

- Have, or be prepared to obtain Current "*Provide First Aid"* Certificate**
- Have, or be prepared to obtain Current Statement of Attainment - *"Provide Cardiopulmonary Resuscitation (CPR)"* **
- Have, or be prepared to obtain Current Drivers Licence***
- Own car or access to vehicle

Desirable

- Knowledge of local area – eg: shopping centres, community services within the local community.
- Experience providing home-based services to clients in a community setting.

Helping Hand's Code of Conduct

As a Helping Hand employee you are required to:

- Treat others with respect, courtesy and care
- Be trustworthy and conduct yourself ethically, with integrity, honesty and fairness
- Value and support difference
- Ensure the privacy and confidentiality of others is maintained at all times
- Carry out your duties with appropriate skill and care
- Ensure that dealings with external parties are conducted in a fair and honest manner
- Avoid any conflict of interest and avoid showing favouritism to relatives or close friends
- Use Helping Hand's equipment, building, information and other resources effectively and efficiently
- Handle conflict in a professional and constructive way without discrimination
- Abide by the policies, procedures and directives of Helping Hand

Work, Health & Safety

Arrive Safe, Work Safe and Go Home Safe.

- Make sure you keep your safety and others safety top of mind at all times. Work safe all the time!
- If you notice someone doing something unsafe – care enough about them to ask them to stop or find a safer way.
- Be kind, considerate and respectful of all others – this is how they know you care!
- Do the training we ask you to do….it's for your own and others safety.
- If you notice something that is a potential risk or hazard to your safety or others safety – report it. Hazards – turn into accidents! Watch out for spills, things in the way of people, equipment that isn't working.
- If you report it...be a part of the solution. We need your ideas, solutions and feedback.
- If you need equipment to do your job safely – make sure you use it. It's there to keep you safe…so use it!
- If equipment isn't working properly – tell everyone around you (A sign is often good!) and then tell us so we can fix it.
- If you are involved in an incident or are injured…tell us straight away. Your supervisor will be able to help you.

Selection Criteria - Additional Information

***Department for Communities and Social Inclusion (DCSI) Clearance**
Screening by the DCSI Screening Unit is more than a standard police certificate, and additionally involves a risk assessment specifically focused on assessing an applicant's risk for a particular role.
When you apply to the Screening Unit, you provide your consent for the Screening Unit to undertake a risk assessment that can consider a wider range of relevant information about you, in addition to any criminal history information that might appear on your National Police Certificate.

****Requirement to maintain "*HLTAID003 Provide First Aid*" and "*HLTAID001 Provide Cardiopulmonary Resuscitation (CPR)*"**
Provide First Aid and Provide Cardiopulmonary Resuscitation are recognised qualifications under the Australian Qualification Framework (AQF) and are included as part of Certificate III Aged Care and Community Services. They can also be obtained through organisations such as St John's, Red Cross, and similar. *Provide First Aid* must be renewed every three years, Provide Cardiopulmonary Resuscitation, annually. Helping Hand does not provide support to maintain these qualifications. You can claim a tax deduction for the cost of first aid training courses if you are required to maintain them for work purposes.

*****Requirement to maintain Driver's Licence**
Community Care Workers are required to travel to provide services to our clients. Unfortunately a satisfactory service cannot be achieved using public transport, and employees are required to maintain a driver's licence and their own vehicle. Helping Hand does not provide support to do this.