

POSITION DESCRIPTION



Position Title:	Home Care Gardener Team Leader
Reports To:	Service Delivery Support Manager
Salary/Classification Level:	Helping Hand Residential and Home Care Enterprise Agreement Health Services Employee Level 2
Reporting To This Position:	Nil

Purpose of the Position

The Home Care Gardener is responsible for the delivery of high quality gardening and minor home maintenance services to meet the needs of Helping Hand Clients within their homes. This includes supporting independence, the Client's right of choice and in accordance with the Code of Conduct

Your Team

The Home Care Gardener works independently and without direct supervision and is part of a broader team of workers delivering services to our Community Clients

Other Key Relationships

Key Outcomes & Responsibilities

Support the client to maintain the residence and gardens by undertaking general gardening tasks or minor home maintenance

- / Perform all duties to a high standard taking pride in the quality of the work performed
- / Escalate any task that is deemed as major maintenance or requires qualified trades
- / Perform all tasks in a safe manner and ensure personal and client safety are always a priority
- / Work diligently to complete all scheduled and agreed tasks within the allotted visit schedule

Customer service

- / Deliver services in line with Helping Hand's 5 Golden Standards.
- / Strive to exceed Client's expectations within the constraints of the visit duration and support plan.
- / Work collaboratively with the Client to adjust tasks and schedules as required
- / Maintain privacy and confidentiality rights of Clients and their families
- / Be aware of changes to the Client's health and emotional well-being, and promptly report these.
- / Seek feedback on work performed and act on any suggestions or concerns

This position description forms part of the contract of employment.

Communication

- / Take time to listen to clients/carers questions, concerns or ideas and respond with care, compassion and respect
- / Communicate openly with clients and in a manner that aids understanding
- / Promptly contact Helping Hand to raise issues when the need arises
- / Promptly report any incidents or changed circumstances that relate to you, your work or client services to Helping Hand.
- ✚ Ensure that all written documentation and records are clear, accurate, comply with any regulatory requirements and submitted within the required timeframes

Personal Development

- / Complete all required training within the identified timeframes
- / 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 Management

Selection Criteria

Essential

- / Demonstrated knowledge and experience in minor home maintenance and/or gardening
- / Ensure that mandatory licences and certifications are maintained, including:
 - First Aid qualifications
 - A Current Driver's Licence
 - Up-to-date Police Clearance.
- / Provide and maintain own equipment for home maintenance tasks
- / Own or access to a roadworthy reliable motor vehicle
- / Able to relate well with people of different cultures, gender and backgrounds
- / Effective communication skills, particularly verbal
- / Excellent customer service skills
- / Highly ethical and trustworthy
- / Exhibit patience and compassion when under pressure
- / Time management skills, punctuality and the ability to efficiently schedule activities

Desirable

- / Experience in Aged Care
- / Certificate III or equivalent qualifications in Horticulture or a related field



Customer Service ...the Helping Hand Way

We deliver our service guided by our **5 Golden Standards**

- 1** We always offer choice.
- 2** We engage.
- 3** We speak clearly, politely and respectfully.
- 4** We deliver on our promises.
- 5** We make their day!

Helping Hand's Code of Conduct

Our Code of Conduct reflects **The Helping Hand Way** and expects you to act with:

Compassion

- / Demonstrate your concern for others and do everything you can to help.
- / Recognise and consider people's feelings and circumstances.
- / Treat others with respect, courtesy, care and compassion.
- / Support and value the contribution of other team members.

Respect

- / Recognise and consider people's feelings, choices and rights.
- / Maintain the privacy and confidentiality of others at all times.
- / Conduct yourself with honesty, fairness and integrity.

Excellence

- / Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
- / Take responsibility for your actions and behaviours.
- / Strive to improve the quality of services to our clients and to each other.
- / Go the extra mile in order to deliver the best outcomes.
- / Strive to create new and better ways of doing things.

Community

- / Foster connection with our clients, our teams, each other and our community.
- / Value and support difference in our community and value the contribution that difference provides to us.

Work, Health & Safety

Exercise Due Diligence and Lead the Organisation To Arrive Safe, Work Safe and Go Home Safe

- / Lead and Support a Positive Workplace Culture - embed the Zero Harm, Zero Injury philosophy.

As an Officer of Helping Hand, you must take all reasonable steps to:

- / acquire and update your knowledge of work health and safety matters;
- / understand the operations being carried out, and the hazards and risks associated with those operations;
- / ensure that Helping Hand has available for use, and uses, appropriate resources and processes to eliminate or minimise risks to health and safety from work that is being carried out;
- / ensure that Helping Hand has, and uses, appropriate resources and processes in place to receive and respond promptly to information regarding incidents, hazards and risks;

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- / ensure that Helping Hand has, and uses, appropriate resources and processes in place to retain injured workers at work or return them as soon as practicable after an injury;
- / ensure that Helping Hand has, and uses, processes for complying with duties or obligations under the Work Health and Safety Act and the Return to Work Act (refer CEO001F Due Diligence Statement).