

Position Title:	Community Care Worker
Reports to:	Supervisor Service Delivery/Coordinator
Salary / Classification Level:	Helping Hand Residential & Home Care Enterprise Agreement 2014 Health Services Employees (HSE) Community Level 3 or Level 4
Reporting to this Position:	Nil

Purpose of the Position

The Community Care Worker is responsible for the delivery of high quality 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 Community Care Worker works independently and without direct supervision. This role communicates frequently with Service Delivery Coordinators to schedule work, and discuss clients' needs.

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

Other Key Relationships

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

The role may also be required to communicate with nurses, physios, doctors and other health service providers.

Key Outcomes and Responsibilities

1. 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:
 - o Personal care services form a key part of the role. These may include assisting clients with showering, grooming, dressing and other areas of personal care.
 - o Other services may include respite, 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.

2. Provide Outstanding Customer Service

- / Deliver service that is connected, personalised, considerate and caring, in line with Helping Hand's service ethos.

3. 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, nonjudgemental 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.

4. 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.

5. 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.

6. Mandatory Certificates and Licences

- / Ensure that mandatory licences and certifications are maintained, including:
 - o First Aid qualification,
 - o Statement of Attainment - "Provide Cardiopulmonary Resuscitation (CPR)"
 - o Driver's Licence
- / Maintain an up-to-date Police Clearance.
- / Maintain a Department for Communities and Social Inclusion (DCSI) Clearance*, where this is required.

7. 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
 - o Able to demonstrate empathy toward others
 - o Positive approach
 - o Be flexible and cooperative around work schedules.
 - o Able to observe and report changes and concerns in relation to clients
- / Personal effectiveness
 - o Takes responsibility for own actions
 - o Relates and works well with people of different cultures, gender and backgrounds
 - o Able to know when to seek information and direction
 - o Learns from mistakes, and applies these lessons to achieve improved job performance.
 - o Understands the role of independence and dignity in providing services to older people.
- / Written Communication
 - o Able to write clear notes about the services provided.
 - o Able to read a care plan.

- / Good customer service skills including
 - o Able to represent Helping Hand professionally,
 - o Able to provide clients with choice and to personalise services.
- / Good time-management skills including:
 - o Punctual and reliable
 - o Able to find solutions to issues or problems to support service delivery
 - o Able to complete scheduled tasks and manage conflicting priorities
 - o Accepts that appointments may be cancelled and scheduled at short notice
- / Have, or be prepared to obtain Current First Aid qualifications**
- / 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

- / Certificate 3 in Community Services (or equivalent Certificate 3 level qualification in allied field or equivalent experience)
- / Knowledge of local area – eg: shopping centres, community services within the local community.
- / Previous experience in the delivery of personal care.

Customer Service, the Helping Hand Way

We deliver our service guided by our *Five 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

Arrive Safe, Work Safe and Go Home Safe

- / Make sure you keep your safety and others safety top of mind. Work safe all the time!
- / If you notice someone doing something unsafe, ask them to stop or find a safer way.
- / 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 can 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.
- / If equipment isn't working properly, tell everyone around you 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.