

|                                       |  |
|---------------------------------------|--|
| <b>Position Title:</b>                | Home Support Worker  |
| <b>Reports to:</b>                    | Supervisor Service Delivery  |
| <b>Salary / Classification Level:</b> | Helping Hand Residential & Home Care<br>Enterprise Agreement 2014 Health Services<br>Employees (HSE) Community Level 2 |
| <b>Reporting to this Position:</b>    | 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 choose.

## *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 and 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 recognize

- 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.

## 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 recognize client rights,
  - o Able to provide clients with choice and to personalize 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 "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 – e.g.: shopping centers, community services within the Local community.
- / Experience providing home-based services to clients in a community setting.

## *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.