

Position Description

There to care. Here for good.

Position Title:	Gardeners
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 Gardener is responsible for the delivery of high quality gardening services to meet the needs of Helping Hand Clients within their homes. This includes supporting independence, and the Client's right of choice.

Your Team

The Gardener works independently and without direct supervision. This role communicates frequently with Service Delivery Rostering Officers and Coordinators to schedule work and discuss Clients' needs.

The Gardener is part of a broader team of workers delivering services to our Community Clients. The team includes Care Workers, Home Maintenance Officers 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.

Key Outcomes and Responsibilities

1. Provide High Quality Services

- / Provide a range of gardening services to meet the needs of Clients and support their independence, dignity and choice.
- / Undertake general gardening tasks such as weeding, gutter cleaning, pruning, mowing, sweeping, planting, edging.
- / Ensure that all garden equipment is correctly maintained and serviced.
- / Be aware of changes to the Client's health and emotional well-being, and report these to a Helping Hand Coordinator.
- / 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 services that are connected, personalised, considerate and caring, in line with

Helping Hand's service ethos.

- / Be flexible when responding to changing Client's needs, including changes to work schedules, in accordance with the agreed support plan.
- / Maintain privacy and confidentiality rights of Clients and their families.
- / Ensure identification is displayed and wear the Helping Hand Uniform.

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.
- / Always communicate to 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.
- / Record in the Client's communication book the details of each visit as per Helping Hand's instruction.
- / ☐ Let us know about improvements you think might work, and work with us to make them happen.

4. Team Work

- / Participate in workplace meetings and programs, i.e. 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

- / Ensure your work diary is kept up to date at all times and reflects your official work roster.
- / Comply with legal responsibilities in relation to documentation, ensuring entries are dated, signed and written in ink.
- / Ensure all paperwork is accurately completed and submitted within the required timeframes. This includes, but is not limited to, timesheets and leave forms.

6. Personal Development

- / Complete all required training within the identified time frames
- / Participate in performance discussions and the 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 Support Managers and / or Management

Selection Criteria

Essential

- / Previous experience in general gardening tasks
- / Sound knowledge and experience of using gardening equipment
- / Proven ability to work independently under limited supervision
- / Ensure that mandatory licences and certifications are maintained, including:
 - o Have or be prepared to obtain Current First Aid qualifications
- / A Current Driver's Licence
- / Own car or access to a vehicle
- / Have or be prepared to obtain up-to-date Police Clearance.
- / Have or be prepared to obtain a Department for Communities and Social Inclusion (DCSI) Clearance*, where this is required.
- / Provide and maintain own equipment for gardening tasks
- / A capacity for compassion and empathy.
- / Personal Communication
 - 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 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.
- / Good customer service skills including
 - o Able to represent Helping Hand professionally,
 - o Able to recognise client rights,
 - 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

Desirable

- / Understanding of Aged Care
- / Previous experience

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.