

POSITION: HOME SUPPORT WORKER
REPORTS TO: COMMUNITY SERVICES COORDINATOR
LOCATION: COMMUNITY TEAM - BASED FROM BELAIR
CONDITIONS OF EMPLOYMENT: JBMT ENTERPRISE AGREEMENT 2013

1. POSITION SUMMARY

The Home Support Worker (HSW) assists individual clients in all aspects of daily living to maintain their independence, privacy, and dignity in accordance with Community Care Common Standards and the policies and procedures of the Trust.

2. REPORTING/ WORKING RELATIONSHIPS/ DECISION MAKING AUTHORITY

- The HSW is an integral member of the community services team.
- HSWs are accountable for their own actions whilst remaining responsible to the Community Services Manager/Coordinator.

3. KEY POSITION RESPONSIBILITIES

3.1 Work Responsibilities - The details outlined below provide an overview of HSWs' duties within the Trust however each client will have their own individual Program of Assistance which will direct the HSWs' duties during their scheduled visit with the client.

- Provide high standard services that support and assist clients to achieve maximum independence by meeting daily living and personal requirements within the Program of Assistance and with consideration of individual preferences.
- Visit the client at the time specified by the Manager/Coordinator and carry out all duties as delegated and within level of responsibility, as outlined in the Program of Assistance.
- Liaise with the Manager/Coordinator on a regular basis providing feedback on any concerns, ideas or identified opportunities to improve the client's health and or well being and contributing to reviews.
- Closely adhere to the procedure if a client should not be home at the time of a scheduled visit.
- Perform work in a legal and ethical framework, which supports the rights and interests of clients and maintain confidentiality.
- Document and report hazards and incidents and any exceptional occurrences in regards to client care and or their health.
- Maintain in optimum condition and use efficiently the organisation's and client's equipment, resources, supplies and facilities that support the delivery of services.
- Provide appropriate support in the orientation of new employees including acting in the role of "buddy" to new employees as delegated.
- Communicate effectively and work collaboratively with all personnel, clients and their families.
- Participate in relevant in-service education sessions to maintain contemporary knowledge and attend staff meetings.

3.2 Organisational responsibilities:

- Commit to the achievement of the Trust's Vision and practise the organisation's Values, setting an example to others.
- Ensure compliance with the Trust's policies relevant to the position.
- Participate in continuous quality improvement activities to assist in achieving the organisation's Quality Plan objectives.
- Complete administrative tasks, timesheets and employment forms, according to prescribed procedures and deadlines.
- Undertake all mandatory training relevant to the position.
- Commit to own professional and personal development plans, including attendance at relevant educational programmes as agreed with the Manager/Coordinator.
- Participate in other duties as agreed.

3.3 Work Health Safety And Injury Management (WHS & IM)

3.3.1 Maintaining an updated knowledge and work safely in all aspects of Bush Fire and Safety, Manual Handling and WHS & IM issues.

3.3.2 You must take reasonable care to protect your own health and safety, and the health and safety of others who may be affected by your actions or omissions at work.

In particular, you must:

- Comply with statutory and organisational requirements, procedures and rules introduced to protect the health and safety of people at the workplace including the public.
- Use equipment provided to protect health and safety.
- Follow reasonable WHS instructions.
- Ensure you are not affected by alcohol or another drug which is likely to endanger yourself or others.
- Report incidents, injuries, property damage to your supervisor/line manager.
- Participate in activities associated with the management of workplace health and safety.

4. THE TRUST SUPPORTS EQUAL EMPLOYMENT OPPORTUNITY (EEO) BY:

- Ensuring a diverse and skilled workforce; and
- Developing and implementing fair work practices.

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MINIMUM REQUIREMENTS

1. Qualifications

Essential: Current Police clearance and current drivers licence,

Desirable: Certificate III in Home and Community Care and/ or previous experience providing assistance to older people either in the community or residential care.

Current First Aid certificate.

2. Special Conditions:

Access to a registered, reliable, and insured (third party property or comprehensive) motor vehicle is essential.

In order to access the mobile worker module (scheduling and payroll system), possession of a smart phone is essential.

3. Personal Abilities/ Aptitudes/ Skills

3.1. Understanding of the ageing process.

3.2. Ability to identify an older person's strengths, gifts and talents in order to empower them to retain and enhance.

3.3. Excellent communication and interpersonal skills including demonstrated experience interacting with a wide range of people.

3.4. Ability to establish and maintain professional and appropriate relationships with clients and/or their families/representatives.

3.5. Commitment to maintaining confidentiality.

3.6. Commitment to respecting the values, customs, preferences and spiritual beliefs of clients and their families/representatives.

3.7. Ability to comply with safe work practices and safe food handling practices.

3.8. Commitment to professional development and identifying opportunities for service improvement.

3.9. Good organisational and time management skills including the ability to establish priorities and plan work.

3.10. Ability to work effectively within a team environment and to work without close supervision, exercising some initiative and recognizing times when matters require referral to the appropriate supervisor.

3.11. Basic ability to effectively resolve conflict situations and deal with difficult people.

3.12. Basic problem solving skills.

3.13. Basic computer literacy.

4. Knowledge

4.1. Knowledge of health issues relevant to older people.

4.2. Importance of older people maintaining independence and control of their lives.

4.3. Importance of community in the lives of older people.

Authorised by: _____

Sara Blunt

Chief Executive Officer

Accepted by: _____

Home Support Worker

Date: _____

Date: _____

