

# HOME SUPPORT WORKER

## Position Description



<b>Position number:</b>	Various
<b>Classification:</b>	LAWA-GHS
<b>EA:</b>	Moreland City Council Enterprise Agreement
<b>Department:</b>	Community Development
<b>Branch:</b>	Aged and Community Support
<b>Unit:</b>	Home Support Unit
<b>Reports to:</b>	Team Leader Home Support
<b>Supervises:</b>	NIL
<b>Approved by:</b>	Manager Aged & Community Support

### Organisational values:



### Position objectives

To provide high quality home support, personal care and respite support services with older people, people with a disability and their carers across the City of Moreland.

Home Support Workers provide a vital service that can help people stay in their own home and continue to live their lives the way they choose to.

Date Created:	Date Modified:
Date Approved:	Date Printed:

## Key responsibility areas

### Home Support

To support with household tasks necessary to maintain a safe, secure and hygienic living environment which may include:

- Cleaning bathrooms, kitchens, laundry, floor surfaces.
- Washing, hanging and folding of clothes
- Bed making, may include changing of linen
- Meal preparation
- Shopping – assisting or on behalf of the person
- Other minor tasks around the home as required

Specific duties will be discussed with the person at the beginning of every support shift and will be based on what is most important for the person on the day in the time allocated.

### Personal Care

Supporting people with personal aspects of their life that has positive impacts on their wellbeing, safety and security. Activities may include:

- Support/supervision or assistance with showering, dressing, hair washing, shaving
- Support/supervision or assistance with food preparation and/or eating
- Other non-intrusive and non-medical personal care tasks as required
- Home Support duties may also be involved in personal care services

### Respite Support

Provide an opportunity to people who are caring for another person to have time to themselves knowing that the person they care for is being supported.

This may involve:

- supporting people while they participate in social and community activities.
- respite maybe for an individual or small group
- support with routine physical therapies and exercise programs
- engaging in the interests and activities of the person to ensure a positive respite experience
- light household duties and personal care support may also be involved.
- other respite tasks as required.

### Other Support Services

Provide support for an individual or small group to meet the needs and goals of the individual. This may include support to:

- access the community
- connect with others, and
- engage in activities of interest

Personal care support may also be involved during these activities.

## Feedback

- Report any hazardous situations or behaviour in people's homes, which affect the wellbeing of the person or the health and safety or the security of the workplace for support workers
- Report any change to circumstances or concerns for wellbeing of any person receiving support to the team leader
- Monitor and provide detailed reporting to the team leader on a regular basis.

## Training/Supervision

- Attend and participate in training sessions as directed
- Attend and participate in individual and group supervision, team, unit and Branch meetings as rostered and directed.

## Administration

- Follow roster accurately, being punctual and notifying the office if you will not be on time
- Ensure roster/timesheet is signed by person receiving support after shift is completed
- Complete all paperwork including monitoring forms, feedback forms, statistical forms, hazard forms, equipment audits.

## Employee competencies and accountabilities

### Competencies:

- Community and Customer Focus: Building strong customer relationships and delivering community / customer-centric solutions
- Ensures Accountability: Holding self and others accountable to meet commitments.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives
- Instils Trust: Gaining the confidence and trust of others through honesty, integrity, and authenticity.

## Accountabilities:

- Contribute to the effective implementation of the Moreland Continuous Improvement system in the work area and achievement of quality outcomes.
- Contribute to the achievement of a safe and healthy environment by working in accordance with Council's OHS Policy and Procedures
- Incorporate Council's environmental sustainability objectives and targets into projects and programs
- Promote and participate in a culture of environmental sustainability.
- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy
- Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

## Other duties:

- Required to undertake other duties as directed.

## Organisational relationships

Internal Relationships	Home Support Unit staff Aged and Community Support Branch Staff Other Council Officers
External Relationships	Older people, people with a disability and their carers Members of the public Other Service provider

## Job characteristics relevant to the position

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 3 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 3, Clause 3)

### 1. Accountability and Extent of Authority:

- Position accountable to Home Support Team Leader.
- Work is performed within specific guidelines and under general supervision.
- Freedom to act is within prescribed standards and procedures; skills, knowledge and training; details in support plan and the nature of the work assigned to the position from time to time
- Home Support workers are instructed to carry out specific (household, personal assistance or respite support) tasks within each household. These tasks are expected to be performed within defined time limits, however some flexibility is provided to meet additional individual needs
- Freedom to plan work several days in advance.

## **2. Judgement and Decision Making:**

- To work within the guidelines and direction given by the Home Support Unit Manager and Team Leader
- Guidance and advice is always available
- To exercise personal judgment and discretion based on training and experience when faced with a range of day to day situations and to choose appropriate course of action.

## **3. Specialist Knowledge and Skills:**

- Knowledge and understanding of issues and problems facing older people and people with a disability living at home
- Ability to work with a wide range of people from varied backgrounds in a non-judgemental fashion
- To be flexible and able to respond to the changing needs of people receiving support and their carers
- Ability to safely provide support with household tasks, personal care and respite support
- Sound knowledge of safe work practices.

## **4. Management skills:**

- Basic skills in managing time, planning and organising own work
- Guidance, advice and training of other staff in routine matters.

## **5. Interpersonal Skills:**

- Ability to negotiate tasks with the people we support to provide flexible and meaningful services that meet their needs
- Ability to work unsupervised, plan and manage own time within rostered shifts to ensure that the work schedule is completed efficiently
- Well-developed verbal communication skills
- Ability to develop supportive relationships with people receiving support and their carers
- Ability to relate positively to older people and people with a disability of all ages
- Ability to work as a team member, liaise with supervisory and administrative staff
- Willingness and ability to take direction from supervisory staff
- Developed literacy and numeracy skills.

## 6. Qualifications and Experience:

- Certificate 3 in Individual Support; Community Support; Home and Community Care or equivalent
- Current First Aid Certificate Level 2
- A full current drivers licence
- Current Working with Children's Check.

## 7. Physical Requirements of the position

This position is community based and involves significant periods of time working in different people's homes and local community settings as well as operating a range of household equipment in differing environments. Travel in a car between shifts around the municipality is also required.

### TASK ANALYSIS

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights -above 10kgs	( )	( )	( x )	( )
-below 10kgs	( )	( x )	( )	( )
Manual handling frequency	( )	( x )	( )	( )
Repetitive manual work	( )	( x )	( )	( )
Repetitive bending/twisting	( )	( x )	( )	( )
Working with arms above head	( )	( )	( x )	( )
Lifting above shoulder height	( )	( )	( )	( x )
Using hand tools – vibration/powered	( )	( x )	( )	( )
Operating precision machinery	( )	( )	( )	( x )
Close inspection work	( )	( )	( )	( x )
Wearing hearing protection	( )	( )	( )	( x )
Wearing eye protection	( )	( )	( x )	( )
Working in dusty conditions	( )	( )	( x )	( )
Working in wet/slippery conditions	( )	( )	( x )	( )
Wearing Gumboots	( )	( )	( )	( x )
Wearing safety shoes/boots (steel cap)	( )	( )	( )	( x )
Working with chemicals/solvents/detergents	( )	( x )	( )	( )
Washing hands with soap (hygiene)	( x )	( )	( )	( )
Working at heights	( )	( )	( )	( x )
Working in confined spaces	( )	( )	( x )	( )
Working in chillers (+4 degrees C)	( )	( )	( )	( x )
Performing clerical duties	( )	( )	( )	( x )
Working on a keyboard	( )	( )	( )	( x )
Driving cars and/or trucks	( )	( x )	( )	( )

Other special features (e.g. nature of chemicals, travelling requirements, etc):

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## **8. Key Selection Criteria**

Demonstrated experience and achievement in the following is required:

- Cert III Age Care or equivalent
- Ability to undertake duties without direct supervision reliably and in an efficient manner
- Ability to communicate concerns about people, tasks, environment to supervising staff
- Ability to demonstrate interpersonal and teamwork skills
- Access, without limit, to a personal passenger vehicle suitable to transport people we support. This vehicle must be maintained in a roadworthy and safe state on each working day
- Sound English communication skills
- Language other than English is highly desirable.