

POSITION DESCRIPTION

Position Title:	Home Care Worker
Department/Location:	Community Services
Employment Status:	Please refer to letter of employment
Reports To:	Please refer to letter of employment
Direct Reports:	Nil
Key Relationships/Interactions:	<p>Internal: Team Leader/s, Senior Home Care Worker's, Care Coordinator/s, Manager, Support Services Workers, Administration team, Registered Nurses, Lifestyle team, Allied Health team, team members from the Anglicare Southern Queensland central support teams.</p> <p>External: Clients, Clients' families/Carers, Medical Professionals, External providers, Agency staff.</p>

Position Statement / Overall Purpose:

This role's overall purpose within Anglicare Southern Queensland (ASQ) is to provide personal care and assistance with a range of activities of daily living which may include hygiene, dressing and grooming, shopping, respite and domestic assistance, in order to support clients to remain living independently and comfortably in their own homes.

The Home Care Worker will work in accordance with the values of ASQ and support core business by providing service, guidance and advice within this position's specialty area.

Position Specific Requirements & Qualifications:

1. Certificate III in Aged Care, Home and Community Care, Disability Services or equivalent.
2. Current Queensland Driver's Licence and own reliable transport.
3. Current First Aid Certificate and CPR Certificate (or have the ability to hold and maintain one).
4. A National Police Certificate (or have the ability to hold and maintain one).
5. May be required to undergo evaluation and be assessed as able to meet the physical and functional requirements of the role.

Key Selection Criteria:

1. Demonstrated ability to work effectively as a member of a team and contribute to a positive, client-focused culture.
2. Well-developed interpersonal skills, including the ability to work effectively and sensitively with a range of clients, including those with challenging behaviours, or clients from culturally and linguistically diverse backgrounds.
3. Ability to organise and prioritise own work activities and schedules to meet established deadlines and achieve high quality work outcomes.
4. Sound verbal and written communication abilities, including the ability to understand instructions, read and navigate road maps, comprehend care plans and communicate clearly and professionally with both clients and staff.
5. Sound computer skills.
6. Knowledge and skills of safe food handling and preparation in line with current health standards.

Key Accountabilities and Responsibilities:

1. **Accountability: Service Delivery**

Working with clients, maintaining awareness of client issues and delivering direct care and services as directed by a prescribed care plan.

Responsibilities:

- Performs a range of activities of daily living which may include but is not limited to hygiene, dressing and grooming, shopping and respite in line with the prescribed care plan.
- Completes domestic duties of a routine nature within the client's home to assist in the provision of a clean, comfortable, safe and secure environment which may include cooking and preparing meals.
- Supports clients to meet their social needs.
- Role-models positive, healthy behaviours.
- Maintains appropriate client/worker professional boundaries.
- Follows work plan/schedule and prioritise key tasks.
- Assists in administering medication within the scope of the role and as deemed competent.
- Produces accurate written information using forms, log books and templates appropriate to the task.
- Respects client confidentiality and privacy.
- Consults with the Team Leader, relevant Nurse when the care requirements of the client require expertise beyond the scope of the Home Care Worker role.
- Reports change in client's condition in a timely manner to the Team Leader or relevant nurse.
- Conducts relevant assessments and reviews of clients where required, and after receiving instruction and assessment in techniques/tools.

2. **Accountability: Policy, Systems & Compliance**

Systems and processes to implement the strategic plan and the management of quality, risk, WH&S and legislative compliance.

Responsibilities:

- Maintains safety of self and client/carer at all times, in accordance with workplace health and safety requirements.
- Undertakes risk assessments using the organisation's documentation and in accordance with protocols.
- Maintains awareness of policies and applies procedures to daily work activities
- Achieves targets in work plans and understands links with strategic goals
- Demonstrates punctuality and meets agreed schedules and timelines
- Observes Code of Conduct, behaves ethically and seeks assistance with ethical dilemmas
- Ensures safety of self and others in work environment
- Ensures that risks are identified and reported in own work context
- Ensures that own work meets the organisations' quality requirements
- Completes documentation in an accurate, professional and timely manner.
- Ensures all documentation is updated, signed and completed as required.

3. **Accountability: Continuous Improvement & Professional Development**

Identifying and responding to new and emerging trends through skill acquisition, utilising new technology and engaging a continuous improvement approach in work practices

Responsibilities:

- Participates in internal and external training to increase and maintain knowledge and skill level.
- Completes competencies as required.
- Understand and be confident of how to respond appropriately in an emergency situation, to an appropriate level.
- Actively participates in quality improvement and continuous learning to assist in review of work practices.
- Contributes to ideas for improved ways of working.
- Demonstrates common sense, and uses established strategies to solve routine problems.

- Participates actively in staff meetings and shares information to improve work environment and outcomes.
- Takes advantage of opportunities for learning and growing skills.
- Identifies opportunities to do things better, develops ideas with others and assists with the implementation of routine changes.

4. Accountability: Teamwork

Working together to achieve organisational outcomes including participating in team planning, sharing information and dealing with difference, conflict, shared goals and team morale, and contributing to a positive, client-focused culture.

Responsibilities:

- Maintains enthusiasm and understands own role in achieving organisations mission.
- Openly shares information, participates and contributes to team discussions.
- Considers the views of others and aims for group cohesion.
- Values diversity in team and supports colleagues.
- Works with others to achieve common goals.
- Demonstrates collegiality, respect and team work within the work environment.

5. Other Duties and Requirements

- Do not, during or after employment, disclose information relating to residents, clients and staff of Anglicare SQ or damage the reputation, viability or profitability of Anglicare SQ services.
- Your responsibilities also extend to any tasks outlined on a duties list, or any other tasks delegated to you by your manager/supervisor, provided that those new job requirements are safe, efficient, relevant, legal and within your abilities.

Delegation of Authority:

- In accordance with the Anglicare SQ Delegations of Authority Policy.