



POSITION DESCRIPTION

POSITION TITLE	Home Care Support Worker
DEPARTMENT	Community Care
REPORTS TO	Community and In-Home Support Team Leader
DIRECT REPORTS	None
AWARD	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employer) Enterprise Agreement 2021 - 2025
CLASSIFICATION	IN38 -IN39 (Health Care Worker, Grade 2 or Grade 3)
DATE OF CREATION/AMENDMENT	March 2025
CREATED/AMENDED BY	Director Community Care

“Caring for Our Community”

POSITION OBJECTIVES

The REDHS Home Care Support Worker provides a valued and key role in providing care and support that enhances the ability of and encourages consumers to actively participate in their care to maintain their independence.

This role involves travelling between customer's homes and assisting them with daily living and lifestyle requirements by providing person-centred care and support.

RESPONSIBILITIES & PERFORMANCE INDICATORS

Service Provision

- Delivery of prescribed goal-oriented services that enable consumers to remain safe and independent in the community.
- Observe consumers health and wellbeing and report/feedback as necessary.
- Assist consumers to remain living in their own home empowering them to make good choices to achieve this outcome.
- Provide direct care to consumers as per the agreed care plan.
- Care plans are regularly reviewed and evaluated with the consumers, their carers, significant others and the Coordinator as part of the review process.
- Support consumers, their carers, and significant others in a way that encourages confidence in their choice to remain living in the community.
- Ensure consumers' dignity and self-esteem is maintained.
- Maintain a high level of confidentiality
- Ensure service delivery is conducted in accordance with evidence-based practice, best practice standards and effective risk management.

Service provision tasks:

Personal Care	<p>Assistance with activities of daily living self-care tasks in order to help a client maintain appropriate standards of hygiene and grooming, including:</p> <ul style="list-style-type: none"> • assistance with self-care • Dressing and undressing • Hair care, shaving and personal grooming • Eating and drinking • Toileting • Domestic duties related to the above • assistance with client self-administration of medicine • eating • bathing • toileting • dressing • grooming • getting in and out of bed • moving about the house <p>Services may also include demonstrating and encouraging the use of techniques to improve the person's capacity for self- management and building confidence in the use of equipment or aids.</p>
Domestic Assistance	<p>Refers to:</p> <ul style="list-style-type: none"> • Sweeping, vacuuming and washing floors • Washing and ironing • Wiping over benches, cupboards, fridges and stoves • Changing bed linen • Assistance with meal preparation • Hanging out/bringing in washing • Dusting • Bill paying (unaccompanied) • Clothes washing and ironing • Dishwashing • Shopping (unaccompanied) • Washing of household linen or provision and laundering of linen, usually by a separate laundry facility <p>Domestic Assistance services may also include demonstrating and encouraging the use of techniques or specific aids and equipment to improve the person's capacity for self-management, build confidence and support client participation where appropriate.</p>
In-Home respite	<p>Providing assistance to consumers, either within their home or while accessing community, which is directed towards meeting their need for social contact and/or accompaniment in order to participate in community life.</p>
Meal Preparation	<ul style="list-style-type: none"> • Planning menus • preparing meals, cooking and serving • monitoring and stocking pantries • grocery shopping • supervising eating and drinking • cleaning food preparation and eating areas •
Social Support Individual/ Community Access	<p>Assistance provided to an individual, either within the home environment or while accessing community services.</p> <p>Social support is usually provided one-on-one but may also be provided to more than one person, for example, where social support is provided to an aged couple.</p>
Transport	<p>Provide transport support to enable service users to access community and social activities and/or medical and specialist appointments.</p>

Reporting

- Assist senior staff by observing and promptly reporting any decline or changes in consumers' physical, emotional, behavioral or social wellbeing
- Comply with documentation standards as required by the programs.
- Maintain accurate and up to date records, statistics and databases in accordance with the REDHS Records Management Policy and Procedures and relevant Information Services Policies and Procedures.
- Be aware of and meet all recordkeeping requirements determined under contract by the program funding body or legislation.
- Maintain compliance with REDHS policies and procedures and all relevant legislation.

Customer Service

- Ensure that customer complaints are dealt with in an efficient and effective manner in accordance with REDHS complaints process.
- Work cooperatively with other staff and mentor less experienced staff and new staff to the Home Care Program.
- Participate in training activities, committees, meetings and other events at the direction of the Team Leader
- Communicate in a professional manner with consumers, families and other staff at all times.
- Promote REDHS positively internally and externally

OHSW

- Maintain a safe environment within consumers' homes, within the organisation OHSW guidelines.
- Demonstrate knowledge and understanding in the application of skills for the use of equipment and aids.
- Work safely at all times to protect the health, safety and welfare of self, colleagues and consumers.
- Support positively the return to work of employees who suffer work-related injuries.
- Report hazards and incidents in the workplace immediately as they occur.
- Protective equipment is used as directed (PPE).
- Consumer safety is promoted through safe work practices and reporting of safety and security issues.
- Contribute to Quality activities and support outcomes and changes.
- Actively seek opportunities for improvement and contribute ideas through the Continuous Improvement process; to provide continual excellence in care, including development and review of education resources and client satisfaction surveys.

QUALIFICATIONS / POSITION REQUIREMENTS

Essential:

- Certificate III in Home and Community Services, Aged Care, Disability or equivalent
- Current First Aid Certificate
- Current Victorian Driver's Licence
- Current National Police Check, Working with Children Check and NDIS Worker Screening Check
- Up-to-date COVID and influenza (FluVax) vaccinations

KEY SELECTION CRITERIA

Experience:

- Relevant experience in Home Care
- Ability to read, comprehend and adhere to support/care plans
- Proven ability to communicate effectively with consumers, their relatives, carers or significant others

NDIS WORKER SCREENING CHECK

This role has been identified as a “risk assessed role” under the NDIS (Practice Standards – Worker Screening) Rules 2018 and as such is subject to the provision of an NDIS Worker Screening Check prior to commencement. During their term of employment, all employees are required to notify REDHS via their manager if the NDIS Quality and Safeguards Commission issues:

- An interim bar;
- A suspension;
- An exclusion;
- The closure of an application for a worker screening clearance; or
- The revocation of a clearance.

OCCUPATIONAL HEALTH, SAFETY & WELLBEING

All REDHS employees have a responsibility to take all reasonable care to prevent incident or injury to themselves or to others in the workplace. Employees are expected to learn and follow approved policies and procedures that apply to their work.

All REDHS employees share responsibility for occupational health and safety (OH&S) with specific responsibilities and accountabilities allocated to positions with REDHS organisational structure.

All REDHS employees also have responsibility to the National Safety and Quality Standards (NSQHS) ensuring the effective and safe delivery of healthcare services.

Any employee who fails to meet their obligations concerning health and safety may, depending on the circumstances, face disciplinary action up to, and including dismissal.

Employees have a responsibility to comply with all relevant OH&S management system Policies, Procedures and programs. This includes REDHS Injury Management Policy and Procedure.

Specific employee responsibilities include:

- Looking after their own health and safety and of others in the workplace.
- Following safe work practices and using personal protective equipment as required.
- Participate in OH&S consultation and OH&S training initiatives.
- Report any accidents, incidents, injuries, ‘near miss incidents, safety hazards and dangerous occurrences, assist with any investigations and the identification of corrective actions.
- Cooperate with managers and supervisors so that they can meet their OH&S responsibilities.
- Don’t willfully interfere with or misuse anything provided in the interest of health and safety or willfully put anyone at risk.
- Perform only those tasks for which they have received appropriate training and instruction.
- Ensure that they understand and comply with those responsibilities which apply to them while performing their duties at the workplace.
- Participate in emergency evacuation exercises.

To ensure a healthy and safe work environment for employees and our clients, smoking is not permitted on hospital grounds, in buildings and offices, or in any vehicle.

HEALTH SERVICE POLICIES AND PROCEDURES

It is every employee’s responsibility to access and have knowledge of the relevant policies and procedures that relate to their employment. All REDHS policies and procedures can be accessed on the intranet site.

‘THIS IS ME’

‘This is Me’ is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. ‘This is Me’ is based on the principles of respect, value of the individual, and the need to deliver service in an environment that supports peoples’ physical,

emotional, social and psychological needs utilising Montessori actions. 'This is Me' is underpinned by a culture of collaboration and partnership and all staff of REDHS are required to adhere to these principles.

RISK MANAGEMENT

REDHS supports an Organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

PERFORMANCE REVIEW AND DEVELOPMENT

It is a condition of employment that employees participate in the Performance Review and Development program.

QUALITY IMPROVEMENT

All REDHS employees must participate in REDHS integrated risk management and quality improvement systems by being aware of their responsibility to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.

EMPLOYMENT PRINCIPLES

REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure:

- Employment decisions are based on merit and employees are treated fairly and reasonably
- Employees have a reasonable avenue of redress against unfair or unreasonable treatment
- Equal employment opportunity is provided
- Human Rights are upheld in accordance with the Charter of Human Rights and Responsibilities Act 2006

VALUES & BEHAVIOURS

Employees are required to comply with REDHS Values. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all employees will embrace the REDHS Values and demonstrate these in their daily work.

R	Reliability	Being trustworthy and performing consistently well
E	Engagement	Working collaboratively with people to address issues and create opportunities to bring about positive change
D	Diversity	Understanding that each individual is unique and respecting our individual differences
H	Hospitality	Receiving and treating all people in a warm, friendly, generous way
S	Sustainability	Meeting our current needs without compromising the ability of future generations to meet their needs

ADDITIONAL REQUIREMENTS

This position description is subject to review and amendment at any time, as appropriate and approved by the relevant Manager. Any such amendments will be made in consultation with the affected employee(s).

Appointment is subject to a satisfactory Staff Immunisation clearance and a satisfactory Police Records Check, Working With Children Check and where required an NDIS Worker Screening Check prior to commencement.

Statements included in this Position Description are intended to reflect the general duties and responsibilities of this position and are not to be interpreted as being all inclusive.

An interim performance development and review discussion will occur with the employee's manager within three months from the commencement date and annually thereafter. Performance reviews are

intended to be a positive discuss, outlining the key roles and responsibilities in the Position Description. The performance review discussion provides an opportunity to clarify the role, revise key performance activities and identify any objectives or goals for the year ahead.

ACCEPTANCE OF THE POSITION

I understand, agree to and accept the role as outlined in accordance with this position description.

Name (please print): _____

Signature: _____ Date: _____

