



POSITION DESCRIPTION

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| POSITION TITLE | Home Care Support Worker – Unqualified |
| 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 | IN37 (Health Care Worker, Grade 1) |
| DATE OF CREATION/AMENDMENT | March 2025 |
| CREATED/AMENDED BY | Director Community Care |

“Caring for Our Community”

POSITION OBJECTIVES

The REDHS Home Care Support Worker Unqualified 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

- Provide Domestic Assistance in a consumers home to enable them to remain safe and independent in the community.
- Daily tasks may include laundry, bed making, cleaning bathrooms, transportation of clients to appointments/shopping and building build confidence and support client participation where appropriate.
- Observe consumers health and wellbeing and report/feedback as necessary to Team Leader.
- 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:

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| 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> |
| 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 consumer complaints are dealt with in an efficient and effective manner in accordance with REDHS complaints process.
- Work cooperatively with other staff
- Participate in training activities, 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.
- Work safely at all times to protect the health, safety and welfare of self, colleagues and consumers.
- 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.

QUALIFICATIONS / POSITION REQUIREMENTS

Essential:

- Current First Aid Certificate
- Current Victorian Drivers Licence
- Current National Police Check and Working With Children Check and NDIS Workers Screening Check

KEY SELECTION CRITERIA

Experience:

- Relevant experience in Home Care, Cleaning or House Maintenance
- 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

Each employee has the right to a safe working environment and they should advise their supervisor of any risk or condition likely to result in accident or injury. Each employee has the responsibility to take reasonable care of his or her own health and safety, to comply with REDHS' Occupational Health and Safety policies and procedures and to participate in appropriate safety education and evaluation activities. To look out for the health and safety of others in the workplace; follow safe work practices; report hazards and injuries; participate in agency health promotion initiatives and support healthy lifestyle choices for staff.

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

Each employee has a responsibility to participate and commit to ongoing quality improvement activities.

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.

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| 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.

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.

All staff are required to provide a current Police Records Check and Working With Children Check prior to commencement.

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: _____