

Position Description

At REDHS, our vision is to be a trusted leader in our local rural health care. **Growing Together – Our People, Our Culture, Our Future.** reflects our commitment to achieving this by fostering a workplace where people feel valued, respected and connected.

As a trusted service provider, our actions shape our culture and influence the experience of those we serve. This Position Description outlines the responsibilities and expectations of the role and its contribution to our mission and strategic objectives. At REDHS, how we achieve outcomes is as important as the outcomes themselves. All employees are required to comply with the REDHS values and demonstrate them consistently in their daily work to support our people, strengthen our culture and positively impact our community.

Position Title	Home Care Support Worker - Qualified
Position ID	
Department	Allied Health & Community Services
Award	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employer) Enterprise Agreement 2025 - 2027
Classification	IN38 -IN39 (Health Care Worker, Grade 2 or Grade 3)
Employment Type	Part-Time
Reports To	Community and In-Home Support Team Leader
Direct Reports	None
Date Document Approved	July 2026
Approved by	Director Allied Health & Community Services
Purpose of Position	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.

Key Accountabilities & Performance Indicators (Focus on 6–8 high-impact areas)

Key Accountabilities (Strategic Focus)	Performance Indicators (Measures of Success)
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.
Personal Care	• Assistance with activities of daily living self-care tasks in order to help a client maintain appropriate standards of hygiene and grooming, including:

	• Assistance with self-care • Dressing and undressing • Hair care, shaving and personal grooming • Eating and drinking • Toileting • Getting in and out of bed/moving about the house • Domestic duties related to the above • Assistance with client self-administration of medicine • Assistance with self-care and activities of daily living • Assistance with self-administration of medication • Continence management (non-clinical) • 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.
Domestic Assistance	• Refers to: • Sweeping, vacuuming, washing floors, dusting • Washing/ironing/hanging out and bringing in washing • Wiping over benches, cupboards, fridges, stoves, washing dishes • Changing of bed linen • Assistance with meal preparation • Washing of household linen or provision and laundering of linen, usually by a separate laundry facility • Bill paying (unaccompanied) • Shopping (unaccompanied) • 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.
Respite	• Supervision and assistance of an older person by someone other than their usual informal carer, delivered individually or in a group setting, at home or in the community.
Meal Preparation	• 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	• Group social support • Individual social support • Accompanied activities • Cultural support • Digital education and support • Assistance to maintain personal affairs • Expenses to maintain personal affairs • Service linkage and community participation support • Social interaction support (in person or online) • Visiting, telephone and web-based check-in services • Cultural engagement supports • Digital literacy and technology support
Transport	• Provide transport support to enable service users to access community and social activities and/or medical and specialist appointments.
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.
Actively demonstrates and embeds the REDHS values in all actions, decisions and interactions, contributing to a safe, respectful, inclusive and high-performing culture aligned to Growing Together: Our People. Our Culture. Our Future.	• Consistently demonstrates behaviours aligned to REDHS values in daily practice. • Treats consumers, colleagues and community members with respect, fairness and professionalism. • Takes personal accountability for actions, follows through on commitments and raises concerns appropriately. • Contributes positively to team culture and psychological safety. • Participates in engagement, learning and improvement activities that strengthen service quality and sustainability. • Uses organisational resources responsibly and supports environmentally and financially sustainable practices.

Key Relationships

Internal Relationships

Care Partners – Work collaboratively with fellow Care Partners to ensure continuity, consistency, and quality of care, sharing relevant information and supporting one another to meet participant needs effectively.

Clinical Care Partner – Work closely with the Clinical Care Partner to monitor participants' health status, escalate clinical concerns, and ensure care aligns with assessed needs and any changes in condition.

Scheduling Team – Liaise with the Scheduling Team to support accurate rostering, communicate availability or service changes, and ensure continuity of care for participants.

Home Care Workers – Collaborate with Home Care Workers to deliver consistent, safe, and person-centred care, sharing relevant information and supporting each other in meeting participant needs.

Maintenance Team – Coordinate with the Maintenance Team to arrange garden and property maintenance services that support participants' safety, wellbeing, and independence at home.

Allied Health Professionals (e.g. physiotherapists, occupational therapists, dietitians) – Engage with Allied Health Professionals to support and reinforce therapy recommendations within daily care activities.

Support at Home Team Leader – Communicate regularly with the Team Leader for guidance, support, and escalation of concerns, and contribute to service improvements and coordinated care delivery.

Social Support Group (SSG) Team – Work with the SSG Team to support participants' social engagement, share relevant information, and promote overall wellbeing.

Students and New Staff – Support and guide students and new staff in delivering safe, person-centred care, sharing knowledge and modelling best practice.

External Relationships (Community, Industry etc)

Support at Home participants – Establish and maintain respectful, therapeutic relationships that support dignity, wellbeing and independence.

Families and Carers – Communicate relevant information and support engagement in care planning and decision-making.

General Practitioners – Provide relevant clinical information as required.

External Allied Health Providers – Assist in implementing recommended care or therapy programs.

- **Community and Support Services** – Coordinate care where participants access external health or support services.

Key Selection Criteria & Capabilities

Key Selection Criteria
Qualifications
Essential: • Certificate III in Home and Community Services, Aged Care, Disability or equivalent • Current First Aid Certificate • Up-to-date influenza (FluVax) vaccination
Essential Registrations
• Current National Police Check. • Current Working with Children Check • Current NDIS Check. • Current Victorian Driver's Licence
Technical and Professional Capabilities
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
Personal & Leadership Capabilities
• Demonstrated effective communication and interpersonal skills, including the ability to build respectful relationships with participants, families, carers and colleagues

- Ability to work both independently and collaboratively within a multidisciplinary team
- Demonstrated organisational and time management skills with the ability to prioritise workload effectively
- Demonstrates professionalism, integrity and respect in all interactions
- Awareness of personal values and beliefs relating to healthcare, with the ability to respect diverse perspectives and cultural backgrounds
- Demonstrated reflective practice and commitment to continuous learning
- Ability to identify limitations in own knowledge and seek guidance or education when required

Growing Together – Our People. Our Culture, Our Future.

REDHS Values and Behaviours

Our culture is shaped by the values and behaviours we demonstrate every day, and our commitment extends beyond our organisation into the community we serve. Employees are required to comply with the REDHS Values, as the way we behave in the workplace and the manner in which we undertake our roles is just as important as how we perform the tasks associated with them. We expect all employees to embrace the REDHS Values and demonstrate them consistently in their daily work, contributing positively to our people, strengthening our culture, and supporting our community.

R	Reliability We are trustworthy and consistent in everything we do, ensuring safe, high-quality care for our patients, residents, and the community at all times.
E	Engagement We work collaboratively with colleagues, patients, and our community to address challenges, create opportunities, and bring about positive change in rural health and wellbeing.
D	Diversity We respect and embrace the unique needs, experiences, and perspectives of every individual, ensuring culturally safe and inclusive care for all.
H	Hospitality We welcome and treat everyone with warmth, empathy, and generosity, creating a positive and compassionate experience for patients, families, colleagues, and visitors.
S	Sustainability We deliver care responsibly today while making decisions and using resources that safeguard the health, wellbeing, and future of generations to come.

Employment Obligations

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

Professional Conduct and Organisational Compliance

Employees of REDHS must perform the inherent requirements of their role to a professional standard and comply with all REDHS policies, procedures, Codes of Conduct, values and lawful directions, as well as applicable legislation, industrial instruments and accreditation standards. All staff must demonstrate the REDHS Values, maintain confidentiality, access information only as required for legitimate work purposes, participate in the Performance Review and Development program, complete mandatory training and engage in relevant professional development.

Personal Centred Care

All staff are required to support the REDHS “This is Me” philosophy by treating all individuals with dignity and respect, supporting informed decision-making and providing care and service that recognises individual needs and rights.
Work Health Safety & Risk
All employees must take reasonable care for their own health and safety and that of others, follow safe work practices, use personal protective equipment as required, report hazards, incidents and risks in accordance with REDHS systems, participate in emergency preparedness activities and contribute to organisational risk management and continuous quality improvement.
Clinical Practise Requirements (Clinical roles)
Employees in clinical roles must maintain current registration and/or licensing, practise within their approved scope, complete required competencies, deliver safe person-centred care aligned with NSQHS and professional standards, and participate in clinical risk management and multidisciplinary collaboration.
Employment Conditions
Appointment and ongoing employment are subject to satisfactory pre-employment checks including Police Records Check, Working with Children Check (where applicable), NDIS Worker Screening Check for identified risk-assessed roles, and staff immunisation clearance in accordance with REDHS policy, as well as disclosure of any pre-existing condition that may affect the inherent requirements of the role.

Additional Requirements

Position Review
• This Position Description may be reviewed and amended at any time, with approval from the relevant Director and in consultation with the employee. • Appointment is subject to satisfactory Staff Immunisation clearance and required pre-employment checks, including a Police Records Check, Working with Children Check and, where applicable, an NDIS Worker Screening Check. • This document outlines the general duties and responsibilities of the role and is not exhaustive. • An initial performance review will occur within three months of commencement and annually thereafter. These discussions provide an opportunity to review responsibilities, clarify expectations and set objectives for the year ahead.

Acceptance of the Position	
This Position Description:	
• Is to be read in conjunction with the employee’s Contract of Employment, applicable Enterprise Agreement, and REDHS policies, procedures and Codes of Conduct. • May be amended from time to time in consultation with the employee. • Reflects the general duties and responsibilities of the role and is not intended to be exhaustive.	
By signing below, the employee acknowledges that they have read, understood and agree to comply with the requirements and responsibilities outlined in this Position Description and associated employment documentation.	
Name	
Date	
Signature	