

POSITION DESCRIPTION – HOME SUPPORT WORKER LEVEL 1

POSITION:	Home Support Worker Level 1
REPORTS TO:	Home Care Coordinator
CONDITIONS:	Social, Community, Home Care and Disability Services Industry Award 2010
ORGANISATION PROFILE:	<p>Princes Court Ltd is a community, not for profit organisation that has been providing services for over 64 years to the elder citizens of the region.</p> <p>In addition to Home Care Princes Court also provides a home to a community of people at Princes Court Village offering 52 independent retirement units.</p> <p>Princes Court Homes is home to 100 residents for permanent and respite accommodation.</p> <p>The organisation is also one of the largest health providers in the region with 140 staff.</p>

QUALIFICATION	<ul style="list-style-type: none"> • Current First Aid Certificate
POSITION OVERVIEW:	<ul style="list-style-type: none"> • To support consumers to remain living independently within their community • To deliver quality domestic and social support services to individual consumers in line with their specific needs and preferences and ensure their rights, cultural, spiritual and individual needs are incorporated in all aspects of care and daily living. • Work in accordance with the Commonwealth’s Standards for Residential Aged Care Services, Commonwealth and State legislation and policies, philosophy and objectives of Princes Court Homes.
ESSENTIAL KEY SELECTION CRITERIA:	<ul style="list-style-type: none"> • Have a current National Criminal History check. • Current First Aid Certificate • Have the use of a registered and fully insured motor vehicle that is suitable for consumer transport • Current driver’s license • Able to establish and maintain effective communication with residents and/or their representatives. • Good organizational abilities to enable required duties to be carried out either with other staff as a team or as an individual. • Access to smart phone

	<ul style="list-style-type: none"> • Knowledge of the Commonwealth’s Aged Care Standards • Experience in aged care setting or community care
CONSUMER OUTCOMES	<ul style="list-style-type: none"> • With the Home Care Coordinator build effective relationships with consumers and their family, develop a flexible, creative care plan tailored to meet their needs and reflect their choices. Focusing on a holistic approach and assisting in their living of daily life and well-being • Monitor plans of care and services as required to ensure quality outcomes for the consumers as their needs change • Advocate on behalf of consumers as required (this does not mean being their formal advocate) • Observe consumer physical, emotional and behavioural conditions, document and advise the Home Care Coordinator of any changes • Support the independence of consumers through appropriate assistance • Demonstrate a positive approach at all times • Actively promote our company to all clients and stakeholders

<p>KEY DUTIES & RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Household duties including but not limited to, vacuuming, dusting, washing, changing bed linen, ironing, sweeping, defrosting refrigerators, emptying and cleaning of commodes, room tidy • Shopping – assist the consumer to go shopping or undertake shopping on their behalf. Putting groceries into fridge / pantry. • Minor home maintenance • General gardening • Care of indoor and outdoor plants • Care of pets • Preparation and cooking of meals • Escort to appointments or outings • Active assistance with meals as required • Assist with banking and bill paying • To liaise where considered necessary, with doctors and emergency services. • Organising appointments • To assist and supervise the resident with professionally determined exercises • Provide social support • Provide transport where approved

KEY PERFORMANCE CRITERIA

- Understand and be part of our company’s vision and values
- Ensure actions and behaviours in the workplace are in line with our vision and values
- Comply with organisational policies, procedures and systems
- Comply with Aged Care Act 1997, Aged Care Quality Standards and Rights & Responsibilities
- Ensure technical skill and knowledge for the position are current
- Be committed to ongoing learning and participation in continuous improvement activities to ensure a high-quality service is maintained
- Attend compulsory education as required
- Demonstrate a positive attitude toward older people, including an understanding of their needs and a commitment to uphold their rights as individuals and respect their culture, diversity, individuality and choices
- Excellent communication, interpersonal and reporting skills
- Demonstrate ability to comply with and awareness of work health and safety (WHS) including infection control standards and minimal lift policy

PRIVACY, CONFIDENTIALITY AND RESPECT

- Maintain privacy and confidentiality in relation to personal information of staff and consumers
- Comply with organizational policies and procedures in relation to privacy and confidentiality and respect the culture and diversity of each consumer

PHYSICAL REQUIREMENTS

The following physical activities may be required to meet the obligations of this position:

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|---------|-----------|
| Sitting | Twisting |
| Pulling | Squatting |
| Pushing | Walking |
| Bending | |

As the above list may not be conclusive, it is the responsibility of all staff employed by Princes Court at Home to follow all risk control strategies and be responsive to potential hazards when completing duties within their position.

WORK HEALTH AND SAFETY

Duties of employees:

While at work, an employee must:

- Take reasonable care for his or her own health and safety; and
- Take reasonable care for the health and safety of persons who may be affected by the employee’s acts or omissions at a workplace; and
- Co-operate with his or her employer with respect to any action taken by the employer to comply with a requirement imposed by or under this Act or the regulations.



- With any incident, accurately complete an incident form and report same to the Home Care Co-Ordinator of the service in a timely manner, in accordance with procedure
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While at work, an employee must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare.

(Reference: OH&S Act 2004 Act No. 107/2004)

TEAM PROMOTION

- Work co-operatively and communicate effectively with others as required
- Share information and knowledge with others as necessary and appropriate
- Communicate in a non-threatening, non-aggressive and culturally sensitive manner
- Participate in staff training, meetings, workshops and seminars as requested
- Participate in and contribute to the continuous improvement process
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Signature of Staff:	
Signature of Witness (Manager):	
Date:	