



Cultivating Healthy Communities

Position Title:	Home Care Support Worker
Reports To:	Home Care Coordinator Director of Primary Care
Direct Reports:	None
Department:	Primary Care
Classification:	TBA dependent on qualifications and experience
Employment Conditions:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025
Qualifying Period:	6 months from commencement date.

East Wimmera Health Service (EWHS) is a fully accredited small rural health service consisting of 40 Acute and 95 Aged Care beds across five campuses in the Buloke and Northern Grampians Shires in North Western Victoria. Covering the land first inhabited by the Dja Dja Wurrung, Barengi Gadjin, and Jaara Jaara peoples. EWHS encompasses the townships of Birchip, Charlton, Donald, Wycheproof and St Arnaud. EWHS provides a broad range of Acute, Community Based and Aged Care services integrated with local General Medical Practices. Additionally EWHS manages a number of other local services in post-acute care, planned activity groups and infection control. The duties of this position are to be performed with adherence to the purpose and values identified through EWHS's strategic plan and compliance with the Code of Behaviour for staff of EWHS.

Our Vision

To see sustainable improvement in the health and wellbeing of our community

Our Purpose

To work together with our community to achieve better health and wellbeing outcomes

Our Values

Together, Honesty, Empathy, Community, Open, Respect and Excellence

ROLE STATEMENT

The 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 in accordance with their individual plan and organisational policies and procedures.

POSITION SPECIFIC RESPONSIBILITIES

- Provide Domestic Assistance in a consumer's 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 and shopping, and building confidence and supporting client participation where appropriate.
- Observe consumers health and wellbeing and report/feedback as necessary to line manager
- 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.
- Provide clear and concise documentation related to service delivery, including/patient notes and reports
- Attend and participate in relevant team meetings, training and working groups as required.

Service delivery

Personal care assistance with activities of daily living self-care tasks 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
- Domestic duties related to the above
- Assistance with client self- administration of medicine
- Bathing
- Getting in and out of bed
- Moving about the house
- At times 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

- 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 linen or provision and laundering of linen, usually by a separate laundry facility
- Dusting
- At times 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

Quality / Safety and Risk Management

- Act in accordance with all relevant external legislation and internal EWHS policies and procedures that relate to this position and the organisation.
- Participate in and contribute to quality improvement programs and other organisational activities to meet Accreditation Standards.
- Participate and contribute in occupational health and safety activities to ensure a safe work environment for consumers, community, staff and visitors.
- Minimise exposure to incidents of infection / cross-infection of patients, consumers, staff, visitors and the general public by adhering to the Health Service Infection Control policies and procedures.
- Cooperate with the EWHS's Occupational Health and Safety policies and to participate in appropriate safety education and evaluation activities.

Integrity

- The values and expected behaviours at EWHS support ethical and responsible decision-making and a culture where all staff behave with integrity and respond appropriately if behaviour (at any level within an organisation) falls short of expectations.
- EWHS's disclosure and reporting processes provide confidentiality, utilise effective investigation and escalation mechanisms and include a range of actions to address fraudulent, corrupt or other unacceptable employee behaviours.
- If you suspect unethical, fraudulent or corrupt behaviour, it is imperative to report that behaviour. Sometimes this behaviour is managed internally but if it meets the mandatory minimum requirements, the CEO as the principal officer at EWHS has a statutory obligation to report material issues to the Independent Broad-based Anticorruption Commission (IBAC)
- Reports can be made directly to the CEO or the Board depending upon the level within the organisation the suspected behaviour is occurring.

PERFORMANCE INDICATORS

- Compliance with the Education Training Schedule (ETS)
- Work cooperatively as a member of the team
- Completion of allocated consumer visits each shift
- Actively participate in an annual performance appraisal
- Maintain privacy and confidentiality

KEY BEHAVIORAL COMPETENCIES

- Priority setting
- Time management
- Ability to adhere to privacy principles
- Customer service
- Integrity and trust
- Excellent interpersonal skills

KEY SELECTION CRITERIA

- 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
- Minimum Certificate III in Home and Community Services, Aged Care or Disability Services Individual Support or equivalent
- Demonstrated ability to work to a high standard with minimal supervision and commitment to work as part of a team
- Evidence of recent annual influenza immunisation or willingness to obtain or evidence
- Evidence of full immunisation against COVID-19.

The Home Care Support Worker at East Wimmera Health Service will hold:

- A current National Police Check or ability to obtain a satisfactory check.
- A current Victorian Drivers Licence.
- Ability to comply with the “Behavioural Outcomes” for this role.
- A current employee Working with Children Check.
- A current First Aid and CPR qualification
- A current Working with Children Check

East Wimmera Health Service

STANDARDS OF BEHAVIOUR

Our staff will always:

Our staff will not:

Together	<ul style="list-style-type: none"> • Work as part of the team • Mentor others • Provide encouragement to others • Care for others the way they would like to be cared for themselves • Partner with consumers in decision making about their healthcare 	<ul style="list-style-type: none"> • Be self-centred • Have inappropriate conversations with others • Demonstrate a “can’t-do” attitude • Ignore feedback given by patients or colleagues • Avoid responsibility • Refuse to assist others with their workload
Honesty	<ul style="list-style-type: none"> • Be open & honest with ourselves and with others • Make ethical decisions • Bring ourselves to work • Maintain high levels of integrity • Be responsible and accountable 	<ul style="list-style-type: none"> • Be dishonest • Be unreliable • Pass the buck • Be lazy
Empathy	<ul style="list-style-type: none"> • Commit to delivering a positive health experience to every person every time • Show compassion to all people • Demonstrate empathy & understanding 	<ul style="list-style-type: none"> • Be sarcastic • Be judgmental • Make care decisions without consulting the consumer
Community	<ul style="list-style-type: none"> • Maintain customer focus • Lead by example • Be responsible & accountable for their own actions • Stand up and take action • Escalate issues or behaviours of concern 	<ul style="list-style-type: none"> • Be hypocritical • Contribute to rumours • Discriminate against others • Think they’re better than others • Be passive
Open	<ul style="list-style-type: none"> • Demonstrate consistency • Treat people equally • Be considerate & understanding • Be collaborative and collegiate • Deal with issues 	<ul style="list-style-type: none"> • Demonstrate favouritism & exclusion • Withhold information • Ignore issues
Respect	<ul style="list-style-type: none"> • Maintain confidentiality & privacy • Be punctual • Listen to others & accept differences • Respond courteously • Greet all people by saying hello, smiling and introducing themselves • Be culturally informed and sensitive • Respect diverse opinions 	<ul style="list-style-type: none"> • Be arrogant • Be disrespectful • Display rudeness • Bully, harass or display aggression • Allow unacceptable behaviour
Excellence	<ul style="list-style-type: none"> • Expect and deliver excellence • Persevere to do the best job they can • Strive continuously to improve • Be professional & enthusiastic • Have the courage to question what we do 	<ul style="list-style-type: none"> • Give up • Accept mediocrity • Leave an untidy workplace

Staff at EWHS must also comply with both the Industry and organisational Code of Conduct

RISK ASSESSMENT / JOB ANALYSIS

East Wimmera Health Service provides a safe working environment for staff as part of the process Risk Assessments have been carried out and this position could include some or all of the following.

(Please mark (eg X or ✓) to those that apply to this position)

Aspects of Normal Workplace	Frequency			
Work Environment	Occasionally	Regularly	Continual	NA
• Work with the possibility of extended hours	✓			
• Work in locations geographically separated from main facility		✓		
• Working off site which may include clients homes			✓	
• Clinical areas				✓
• Travelling or Driving in cars on a regular basis			✓	
Work Activity				
• Manage demanding and changing workloads and competing priorities		✓		
• Undertake administrative tasks including intensive computer keyboarding work, filing, writing, concentrating for long periods of time		✓		
• Sitting at the computer for extended periods of time	✓			
• Sitting in meetings for extended periods of time	✓			
• Use of technology including photocopiers, telephones		✓		
• Undertake manual handling of equipment			✓	
• Patient Handling (<i>No Lift Program operates throughout EWHS</i>)		✓		
• Exposure to Substances (<i>Protective equipment & procedures in place to prevent contact</i>)		✓		
Work relationships				
• Work in a team environment and at times independently			✓	
• Interaction with staff from other disciplines and departments		✓		
• Interacts with: <ul style="list-style-type: none"> ○ colleagues and other hospital staff ○ members of the public ○ Patients and relatives 		✓	✓	



Cultivating Healthy Communities

I acknowledge:

- That I have read and fully understand the Position Description and the position's Job Analysis.
- I agree that I have the physical ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities and duties.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That EWHS may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the employment agreement that I will sign, outlining the terms and conditions of my employment.

Name (please print) _____

Signature _____

Date _____

Document Control	
Executive Sponsor: Director of Primary care	
Manager Responsible: Home Care Coordinator	
Author(s): Meghan Noonan – Director of Primary Care	
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