

## **SOUTHERN GRAMPIANS SHIRE COUNCIL**

### **POSITION DESCRIPTION**

#### **Position Details**

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Title:	Community Support Worker (Home Care)
Classification:	Band 1 / Band 2
Position Number:	400 - 437
Business Unit:	Community Services
Reports to:	Home Support Services Team Leader

#### **Position Summary**

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Home Support Services are part of the Commonwealth Home Support Programme and Victorian Home and Community Care Program for Younger People, (HACC PYP) with the primary objective being to maintain clients in their homes, in order to prevent premature or inappropriate admission to residential care, and to maintain and improve clients' and carers' quality of life through the provision of a range of direct practical assistance in clients' homes.

#### **Key Responsibilities**

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##### **Service Provision**

- Perform general household duties and other tasks necessary to maintain clients in their own homes;
- Carry out tasks in a friendly and cooperative manner, demonstrating a caring attitude towards clients;
- Perform personal assistance with shopping, and other tasks where directed by the HACC Coordinator;
- Support clients and their carers in maintaining social contacts and emotional health and wellbeing;
- Monitor clients' health and wellbeing, and report any problems or concerns to the HACC Coordinator;
- Report to the, Home Support Services Team Leader any unhealthy or dangerous aspects of the home or client's activities which may be considered to be of a risk to the client or the client's carer; and
- Undertake all administration functions required and as directed to support the Community Services staff, including maintaining client service records, client

communication books with relevant information, maintaining client confidentiality and roster completion requirements such as timesheet approval;

- Maintain up-to-date client service records and ensure weekly timesheets are correctly completed and signed by the client or carer;
- Collaborate with the Home Support Services Team Leader and other Community Services staff to identify the needs of older people, people with disabilities and their carers in the area of household maintenance and personal support;
- Attend meetings and training sessions as required;
- Accurately maintain client communication book with relevant information, maintaining client confidentiality.

### **General Responsibilities**

- Work within Council's CHSP and HACC PYP standards and guidelines;
- Ensure adherence to Council's policies on ethics, duty of care, professional standards, legal requirements and client complaints;
- Demonstrate a commitment to the provision of Excellence in Customer Service;
- Participate in the development of Council's aged and disability services objectives;
- Contribute to the development of strategies to improve service quality; and
- Encourage and facilitate participation in team activities.

### **Accountability and Extent of Authority**

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- The incumbent shall have no authority to carry out personal tasks which would require the skills of a qualified nurse, nor to carry out any tasks for which he/she does not possess the necessary skills or level of competence;
- Required to provide assistance to clients in the area of household duties and other tasks which maintain the clients' ability to remain in their home;
- Maintain regular contact with the HACC Coordinator and report on clients' circumstances;
- Ensure work is carried out using safe work practices in accordance with the Occupational Health and Safety Act, and Agreements;
- Responsible for compliance with safety guidelines in relation to cleaning products;
- Required to report all unsafe conditions or equipment/appliances in clients' homes;
- Accountable for taking immediate, appropriate action in an emergency situation; and
- Actively support the principles and practices of Equal Opportunity in the work area.

### **Judgement and Decision Making**

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- Work is performed under routine supervision, and within general guidelines with some scope to exercise discretion in the application of established practices and procedures in carrying out household and home environment tasks;
- Ability to plan and organise own work; and
- Demonstrated initiative.

### **Specialist Skills and Knowledge**

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- Demonstrated knowledge and skill in the provision of personal assistance;
- General household maintenance skills;
- Cookery skills;
- Knowledge and understanding of the needs of frail and aged people;
- Basic record-keeping skills;
- Physically able to carry out a range of household duties involving lifting and/or repetitive heavy duty tasks, including vacuuming; and
- Ability to undertake personal care training.

### **Management Skills**

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- Not applicable.

### **Inter-personal skills**

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- Good verbal communication skills;
- Ability to communicate with clients and carers in a positive and supportive manner;
- A commitment to client confidentiality;
- Ability to work both independently and in a multi-disciplinary team;
- Ability to discuss and resolve minor problems associated with the care of clients; and
- Ability to make just and reasonable responses to people's needs, unbiased by personal beliefs and values.

### **Key Selection Criteria**

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The employee will demonstrate the following:

- Relevant qualifications and experience;
- Ability to complete rostered work scheduled within a timetable;

- Verbal communication skills and basic administration skills;
- Personal Competencies (behaviours);
- Knowledge and understanding of the needs of frail, aged, and people with a disability and/or dementia;
- Commitment to maintaining safe work practises;
- Qualifications and Experience;
- Experience working with frail, aged and/or people with a disability in the home or community;
- Current Victorian driver's license;
- Comprehensive Insured Vehicle;
- Certificate III Aged Care, Home and Community Care, Individual Support or working towards same; and
- Current Working with Children Check (WWCC) prior to commencement.

### Agreement

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I, \_\_\_\_\_ have read and understand the objectives and conditions of the above mentioned role.

Employee: \_\_\_\_\_

SGSC: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_