

## POSITION DESCRIPTION

### HOME CARE SUPPORT WORKER (HCW)

<b>NAME</b>	
<b>REPORTS TO</b>	Community and Home Support Team Leader (PAG Co coordinator)
<b>AWARD</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector)(Single Interest Employers) Enterprise Agreement 2021-2025
<b>CLASSIFICATION</b>	Dependant on qualification
<b>EMPLOYMENT STATUS</b>	As per contract
<b>HOURS PER FORTNIGHT</b>	As per contract
<b>REVIEWED</b>	25/05/2023

### **BOORT DISTRICT HEALTH**

BDH is situated in the Shire of Loddon and provides services to residents in the communities of Boort and surroundings.

All BDH facilities are conveniently located on one site – Urgent Care Centre, Community and Allied Health, Hospital and Residential Aged Care. BDH also offers a diverse range of services including acute care, residential aged care, community and district nursing, planned activity groups, volunteer programs, strength training programs, counselling services and cardiac rehabilitation. BDH has strategic alliances with a range of hospitals, health services, health alliances and government bodies.

### **THE POSITION**

The BDH Home Care Support Worker provides a valued and key role in delivering 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 consumers' homes and assisting them with daily living activities and lifestyle requirements through person-centred care and support.

### **KEY RESPONSIBILITIES AND DUTIES**

#### **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.
- Maintain consumers' dignity and self-esteem.
- 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:**

<b>Personal Care</b>	<p>Assistance with activities of daily living self-care tasks in order to help a client maintain appropriate standards of hygiene and grooming, including:</p> <ul style="list-style-type: none"><li>• assistance with self-care</li><li>• dressing and undressing</li><li>• hair care, shaving and personal grooming</li><li>• eating and drinking</li><li>• toileting</li><li>• domestic duties related to the above</li><li>• assistance with client self-administration of medicine</li><li>• eating</li><li>• bathing</li><li>• getting in and out of bed</li><li>• moving about the house</li></ul> <p>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.</p>
<b>Domestic Assistance</b>	<p>Refers to:</p> <ul style="list-style-type: none"><li>• Sweeping, vacuuming and washing floors</li><li>• Wiping over benches, cupboards, fridges and stoves</li><li>• Changing bed linen</li><li>• Assistance with meal preparation</li><li>• Hanging out/bringing in washing</li><li>• Dusting</li><li>• Bill paying (unaccompanied)</li><li>• Clothes washing and ironing</li><li>• Dishwashing</li><li>• Shopping (unaccompanied)</li><li>• Washing of household linen or provision and laundering of linen, usually by a separate laundry facility.</li></ul> <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>
<b>In-Home</b>	<p>Provide assistance to consumers, either within their home or while accessing community, which is directed towards meeting their need for social contact and/or accompaniment in order to participate in community life.</p>
<b>Meal Preparation</b>	<ul style="list-style-type: none"><li>• planning menus</li><li>• preparing meals, cooking and serving</li><li>• monitoring and stocking pantries</li><li>• grocery shopping</li><li>• supervising eating and drinking</li><li>• cleaning food preparation and eating areas</li></ul>
<b>Social Support Individual/Community Access</b>	<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>

<b>Transport</b>	Provide transport support to enable service users to access community and social activities and/or medical and specialist appointments.
<b>Meals on wheels</b>	Deliver meals to clients as rostered

### **Reporting**

- Assist senior staff by observing and promptly reporting any decline or changes in consumers' physical, emotional, behavioural 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 BDH 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 BDH 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 BDH Consumer 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 manager
- Communicate in a professional manner with consumers, families and other staff at all times.
- Promote BDH positively internally and externally.

### **Occupational Health and Safety**

- Maintain a safe environment within consumers' homes, within the organisation OH&S 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.

### **KEY SELECTION CRITERIA**

- Certificate III in Aged Care, Disability or Home and Community Care or equivalent
- Experience or strong interest in working with aged people
- Ability to work efficiently and effectively without direct supervision
- Experience in providing personal care and high-quality domestic assistance
- Good communication skills and high level of customer service
- Understanding of the needs of older people, carers and people with disabilities
- Ability to engage clients and work in partnership with them to achieve their goals utilizing a re-enablement approach.
- Current Victorian Drivers License

- Current Working With Children Check

## **QUALIFICATIONS**

### **Essential:**

- Certificate III in Home and Community Services, Aged Care, Disability or equivalent
- Current First Aid Certificate
- Current Victorian Driver's Licence
- Current National Police Check
- Current Working With Children Check

## **MANDATORY REQUIREMENTS**

### **Pre-Employment Health and Vaccination Checks**

All new employees of BDH are required to have a current Fluvax and COVID-19 vaccination and complete a pre-employment pre-existing condition declaration. All staff are required to provide evidence of vaccinations prior to commencement at BDH.

### **Criminal History Check/Working With Children Check**

All new employees must undertake a criminal history check prior to commencement. All overseas appointment will require an International police check. All staff are also required to provide an Employee Working With Children Check on commencement.

## **GENERIC RESPONSIBILITIES AND REQUIREMENTS**

### **Code of Conduct**

The Victorian Government's Code of Conduct and the Aged Care Code of Conduct is binding on all BDH staff and volunteers. Contravention of a provision in the code may constitute misconduct and/or regarded as a breach of the staff member's employment agreement and may result in disciplinary action under BDH's Disciplinary Policy/Procedure.

### **Confidentiality**

Each staff member and volunteer must comply with the rules of confidentiality relating to hospital patients, nursing home or hostel residents, or clients of any community health service. A breach of confidentiality will result in disciplinary action and/or dismissal from the health service.

### **Compliance with Policies and Procedures**

All BDH's policies and procedures are located on PROMPT. All staff and volunteers must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

### **Infection Control**

Each staff member and volunteer has a responsibility to minimise exposure to incidents of infection/cross infection of patients, clients, residents, staff, visitors and the public. This can be achieved by all staff adhering to the policies and procedures as set out in the Infection Control Manuals.

### **No-Smoking Policy**

To ensure a healthy and safe work environment for our staff, volunteers, patients, clients, residents and visitors, smoking is not permitted on hospital grounds, in buildings and offices or in any vehicle.

### **Privacy Principles**

Each staff member and volunteer must understand and comply with the Privacy Principles of the Health Records Act (2012) and Privacy and Data Protection Act (2014).

## **Quality Improvement**

Each staff member has a responsibility to participate and commit to ongoing quality improvement activities. BDH is assessed under the National Safety and Quality Health Service Standards, the Aged Care Quality Standards as relevant to their areas of practice.

## **Risk Management**

BDH supports an organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

## **Workplace Health & Safety**

BDH is committed to the provision and maintenance of a healthy and safe workplace with the notion of “safety always” underpinning all its activities. Staff are encouraged to actively promote the behaviours, values and attitudes that are supportive of a culture of safety, with each staff member being required to take reasonable care for their own health, safety and wellbeing and the health, safety and wellbeing of others who may be affected by their actions. All staff are required to adhere to organisational workplace health and safety policies and procedures and participate in safety related education and evaluation activities.

BDH recognises the integral role of each individual in the promotion, development and maintenance of its culture of safety.

## **Person Centred Care**

Person Centred Care (PCC) is a philosophical approach to how we provide care to patients, clients, residents and interact with other customers, including staff of BDH. PCC 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. PCC is underpinned by a culture of collaboration and partnership and all staff of BDH are required to adhere to these principles.

## **Performance Appraisal**

A performance development and review process will be carried out three (3) and six (6) months after commencement of employment and thereafter on a regular informal basis and on a formal basis annually. This is to ensure staff satisfactorily progress towards their Key Performance Indicators (KPIs). The Performance Appraisal will be based on successful outcomes of the KPIs, this Position Description and the policies and procedures of the BDH. The performance appraisal must be discussed with and signed by the staff member.

## **Employment Principles**

BDH is committed to the employment principles that reinforce the public sector values.

These principles ensure:

- Employment decisions are based on merit
- Employees are treated fairly and reasonably
- Equal employment opportunity is provided
- Human Rights are upheld in accordance with the Charter of Human Rights & Responsibilities Act 2006
- Employees have a reasonable avenue of redress against unfair or unreasonable treatment

**ADDITIONAL INFORMATION**

- All BDH staff are required to carry out lawful directions as outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at BDH's discretion and activities may be added, removed or amended at any time.

**ACCEPTANCE OF THE POSITION**

I understand, agree to and accept the role as outlined in accordance with this position description.

Employee

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Signature

\_\_\_\_\_ Date \_\_\_\_\_

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\_\_\_\_\_

Director of Clinical Services

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Signature

\_\_\_\_\_ Date \_\_\_\_\_