

POSITION DESCRIPTION

Home Support Worker

Position title	Home Support Worker	Reference	HSW.HACC.DCS
Classification	SCHCDS Level 2	Last reviewed	April 2015
Tenure	Casual	Hours	To be negotiated
Reporting to	HACC Coordinators	Location	Wanguri
Program	Linkcare and HACC Transport	Cost Centre	4500 & 4510
Comment			

1. AGENCY STATEMENT

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our motto Respect Fairness and Community articulates our values of cultural respect, social justice and partnerships. As an organisation we are committed to child safe, strength based and community development practices. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is the community services agency of the Anglican Church in the Northern Territory and member of Anglicare Australia.

2. PURPOSE OF THE POSITION

The Home Support Worker will provide culturally appropriate home support to older people, and their carers. The purpose of the role is to promote and maintain older peoples' independence, enhance their quality of life and prevent premature or inappropriate admission to long-term residential care, in accordance with Home and Community Care (HACC) guidelines.

3. SCOPE

The Home Support Worker will:

- 3.1. Provide assistance to older people and their carers, to remain living independently in their own homes and community, in a dignified and safe manner in accordance with individual care plans;
- 3.2. Provide monitoring of service users and carers health and well-being, and contributing to program service development.

4. DUTIES AND RESPONSIBILITIES

4.1. Specific

4.1.1 Provide culturally appropriate direct support to service users in the following **Key Responsibility Areas**:

- **Domestic Assistance**
In line with the clients care plan undertake domestic duties such as vacuuming, cleaning, laundry, food preparation and shopping.
- **Personal Care**
In line with the clients care plan, provide personal care assistance with bathing/showering, hygiene, dressing, grooming, lifting, mobility, and other personal care tasks such as assisting with the fitting of aids or assisting people to eat meals.



- **Respite Care**

Provide a strategic break from caring for the service user when the main care giver requires time out for rest, recreation, appointments or administrative tasks, or is unable to continue in the role without assistance. Respite is to be provided to the service user in a manner that is meaningful, and may include in- home care, activities and outings

- **Social support**

Provide assistance to service users, 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.

- **Transport**

Provide transport support to enable service users to access community and social activities and/or medical and specialist appointments.

- **Medication monitoring**

If required, and in accordance with instructions in the Care Plan, Support Workers may monitor service users taking their medication.

- 4.1.2 Establish appropriate and effective working relationships with service users, maintaining professional boundaries.
- 4.1.3 Provide a quality service at all times by responding to individual needs and requirements with flexibility and safety.
- 4.1.4 Assist the service user in maintaining and enhancing practical skills in order to promote their level of independence.
- 4.1.5 Observe and report any changes in the service user's health, behaviour, needs or circumstances to the Coordinator immediately, either by telephone or in person.
- 4.1.6 Be a courteous representative of Anglicare NT in all undertakings with service users, their carers and in the community during the hours of employment and ensure a positive public image is maintained throughout the community.

4.2. General

- 4.2.1 Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- 4.2.2 Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- 4.2.3 Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- 4.2.4 Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- 4.2.5 Comply with Anglicare NT's WH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment. Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- 4.2.6 Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- 4.2.7 Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- 4.2.8 Actively participate in supervision, performance reviews, professional development activities and training as required.
- 4.2.9 Maintain time and attendance leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.



5. AUTHORITIES

- 5.1 Expenditure, Operational/Administrative, Personnel, Management and Legal – as per Delegation of Authority Document (which is periodically updated and endorsed by the Board).
- 5.2 No. of persons directly supervised – currently 0.

6. SELECTION CRITERIA

6.1 Inherent requirements for all employees

As an employee of Anglicare NT you must:

- ✓ Commit to and respect the values of the organisation, uphold confidentiality, be trustworthy and adhere to the Anglicare NT Code of Conduct and Policy.
- ✓ You must uphold the principles of child safe and strengths based approaches and apply these in your day to day work and practice.
- ✓ Commit to working in a culturally inclusive workplace and the principles and practices of cultural competence and providing responsive services to the community.
- ✓ Familiarise yourself with agency information management systems and policies and procedures which will change from time to time.
- ✓ Complete and maintain documentation in accordance with organisational policies and procedures, and quality standards requirements and contribute to continuous improvement within the agency.
- ✓ Take responsibility for your own health and safety, and the health and safety of anyone else who may be affected by your acts or omissions in the workplace.
- ✓ Cooperate with management, the Work Health & Safety (WHS) Officer and WHS representatives with respect to action taken to comply with WHS requirements.
- ✓ Contribute to the WHS management system by the active identification and reporting of hazards and environmental risks.
- ✓ Understand the nature of risk and importance of risk management in an organisation.
- ✓ Have a genuine interest in working with Anglicare NT, and in the Northern Territory demonstrate a good organisational fit.
- ✓ Be solution focused, positive and have a capacity to respond effectively to challenges.
- ✓ Be able to drive, use a computer, Microsoft programs and mobile devices and undertake bending and lifting actions.

6.2 Qualifications

- 6.2.1 Certificate III in Aged Care and / or Certificate III in Home and Community Care.
- 6.2.2 Previous employment experience in the health/aged care, community services sector is desirable.

6.3 Experience, Skills and Knowledge

- 6.3.1 Demonstrated past experience in working with frail aged and their carers.
- 6.3.2 Demonstrated experience and performance in the key responsibility areas.
- 6.3.3 Ability to communicate sensitively and appropriately with, and understand the needs of frail older people and their carers from a diverse range of socio-economic and ethnic backgrounds.
- 6.3.4 Demonstrated ability to work independently and report accurately to supervisor.
- 6.3.5 Excellent verbal and written communication skills including the demonstrated ability to communicate with service users and their carers, staff and range of service providers.
- 6.3.6 Proven experience in providing quality services that assists people to maintain their independence, dignity, cultural values and religious beliefs.
- 6.3.7 Flexibility to work various shifts, including evenings and weekends.



- 6.3.8 Ability and willingness to work in a diverse range of settings including but not limited to, a person's home and other community settings.
- 6.3.9 Reliable motor vehicle (including valid registration and full comprehensive third party insurance).
- 6.3.10 Second language skills will be highly regarded.
- 6.3.11 An understanding of safe work practices, proven experience in the use of appropriate manual handling techniques.

6.4 Licences, Certificates of Professional Registrations

- 6.4.1 Northern Territory Working with Children Clearance (Ochre Card)
- 6.4.2 National Police Criminal History Report (less than 3 months old) with acceptable outcome for new employees
- 6.4.3 First Aid Certificate or willingness to obtain within 3 months or timeframe agreed by your Manager
- 6.4.4 Northern Territory Drivers Licence

7. ACKNOWLEDGEMENT OF AGREEMENT

After reading and discussing this document with Anglicare NT's delegate I agree that:

- 7.1 This Position Description and attachments are an accurate and fair description of the role.
- 7.2 I understand the expectations and inherent requirements of the position.
- 7.3 I acknowledge the nature of the position, the operating context and conditions within which I will work.

Incumbent signature:

Incumbent name:.....Date:.....

POSITION DESCRIPTION DOCUMENT APPROVAL	
Signed:	Date:
Name:	Role:
<i>*Note must be signed and authorized by relevant member of the Senior Management Team</i>	

