

# POSITION DESCRIPTION

## 1 Position Identification

1.1 Position Title	Support Worker
1.2 Division	HomeCare+
1.3 Type of Appointment	Casual

## 2 Accountability Statement

The Support Worker is accountable to the relevant Team Leader, Registered Nurse or Client Service Officer for the provision of home based personal care and general assistance with the activities of daily living, for people with a disability or special need, enabling them to live independently in the community.

## 3 Key Accountabilities

A Support Worker is responsible for:

### 3.1 Supporting Clients to achieve and maintain the highest possible quality of life by:

- ◆ Supporting Client's care in all aspects of daily living needs, (Personal Hygiene, Dressing, Eating and drinking, mobility, Bladder & Bowel Care)
- ◆ Support to maintain a Client's Environment (routine household cleaning tasks, assistance with shopping, cooking meals)
- ◆ Read, understand & action Support Plans and take direction from Team Leader/Client Service Officer/Registered Nurse's.
- ◆ According to Support Plans staff will support Client's to participate in recreational and leisure activities. Assist the client to maintain balance and support within their environment by promoting and facilitating self-care and assisting the client to remain integrated within their community.

### 3.2 Shift Coverage

- ◆ Organising cover for any shifts they are rostered for but are unable to attend, except in cases of acute illness or emergency. This cover will be organised from within their own teams. If such efforts prove unsuccessful, "the Employee" will contact the office with a minimum of twelve- (12) hour's notice. The cover will then be organised by a member of the HomeCare+ Staff. **(Failure to ensure that a shift has been covered or leaving a shift early may result in termination of employment).**

## 4 Management Focus

In fulfilling the Key Accountabilities, the Support Worker will:

- ◆ Ensure compliance with all organisational policies and procedures as they relate to the provision of home care services.
- ◆ Complete all documentation as required.
- ◆ Ensure that timely and accurate reports on client services are provided as required by management.
- ◆ Behave in all matters in a way that reflects the attitude, values and objectives of the Association.
- ◆ Attend all staff meetings, staff training and relevant staff appraisal sessions.
- ◆ Strictly maintain the confidentiality of HOMECARE PLUS clients.
- ◆ Adhere to the Paraplegic & Quadriplegic Association of SA Inc.'s Code of Practice and the Support Worker Boundaries in Practice

## 5 WHS & E Responsibilities

- ◆ Comply with any direction or instruction from a supervisor aimed at protecting the workers health, safety and welfare.
- ◆ Accurate and timely reporting of Hazards and Incidents.
- ◆ Co-operate and consult with management and colleagues in the promotion of Work, Health, Safety and Environment.
- ◆ Use safe working methods to maintain safe working conditions and avoid adverse effects on the health and safety of self and other employees.

## 6 Equal Employment Opportunity

- ◆ Demonstrate and promote Equal Employment Opportunity principles in the work place.
- ◆ Never discriminate against a fellow worker or client on the grounds of gender, religion, nationality or sexual orientation.

## 7 Performance Standards

The performance of this position will be assessed against the following performance indicators:

- ◆ The availability to attend shifts, punctuality and reliability
- ◆ The satisfaction of clients with the services provided.
- ◆ The quality, manner and timeliness of reporting and provision of documentation to the Client Services Officer and Registered Nurse.
- ◆ Adherence to organisational policies and procedures.
- ◆ The fulfilment of Work, Health, Safety and Environment responsibilities.

## 8. Organisational Relationships

- ◆ **Responsible on a day to day basis** to the Client Service Officer to whom they have been assigned. Support Workers liaise with other members of their team as required.
- ◆ **Responsible** to the Registered Nurse Consultants when supporting Level III Clients as outlined in the ODACS Policy documents for the provision of personal care (As per the client's Health Plan) and the reporting of any health issues which may arise for each individual client.
- ◆ **On rostered shifts**, work under direction to accommodate any reasonable request related to the amenity and security of the client

## 9. Qualifications and Experience

The following qualifications and experience are desirable:

Certificate III qualification or higher in one of the following disciplines

- ◆ Disability Work
- ◆ Aged Care Work
- ◆ Home and Community Work

The following qualifications and experience are essential:

- ◆ A current Provide First Aid Certificate
- ◆ Willing to undertake extension to first aid training in the areas of:
  - ◆ Cardio Pulmonary Resuscitation
  - ◆ Asthma Management (including puffers, spacers, nebulisers)
  - ◆ Management of choking
  - ◆ Seizure Management (including intra nasal midazolam)
  - ◆ Diabetes
- ◆ Will commence a Certificate III qualification in Home and Community Work or Disability work within three (3) months of employment commencing and complete training within two (2) years of commencing the training.
- ◆ Failure to undertake and complete Certificate III training may result in disciplinary action, which could include dismissal.

- ◆ Demonstrated abilities in:
  - ◆ Verbal and written communication.
  - ◆ Working in a team environment.
  - ◆ Organisational skills including record keeping.

### ALTERNATIVE SERVICES

Special conditions for Support Workers working with children/young people under the Guardianship of the Minister

Essential:

- ◆ 21 years of age
- ◆ Have a current drivers licence, provide annual evidence of compliance
- ◆ Provide evidence of an appropriately registered, roadworthy and insured (Third party property) reliable car or van.
- ◆ Undertake training as directed by HomeCare+ desirable
- ◆ Certificate III qualification or higher in Youth Work or related discipline

### 10. Special Conditions

- ◆ The position is casual, therefore ineligible for paid sick leave or holiday leave.
- ◆ Work is performed at the times that coincide with the clients' needs; therefore, the Support Worker must be prepared to work flexible hours. Shifts are generally rostered on a fortnightly basis, may be fragmented and hours may fluctuate each fortnight.
- ◆ Support Worker provides own reliable transport to get to shifts.
- ◆ Support Workers are required to undertake relevant training, and undertake competency re-assessments as per the HomeCare+ Support Worker Training Policy.
- ◆ Prior to commencement of shifts, applicants are required to provide the employer with a satisfactory Child Related Employment Screening, which must be renewed every three (3) years in line with The Department for Communities and Social Inclusion and the Paraplegic and Quadriplegic Association of SA Inc. DCSI Employment Screening Policy.

**Please Note:-**

- **Support Workers will not, under any circumstances drink any kind of alcohol nor take any kind of illegal drugs whilst working on a rostered shift. Nor will a Support Worker attend a rostered shift whilst intoxicated being over the prescribed legal limit of .05 or affected by illicit substance(s).**
- **Support Worker will not, leave a client unattended for any reason whilst on a rostered shift unless requested to do so by the responsible Client Service Officer.**
- **Support Workers whilst attending a rostered shift will not smoke.**

**Failure to comply with these conditions will result in termination of employment.**

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