



Position Description

Position Title	Home Care Worker
Reports To	Community Home Support Lead
Employment Status / Hours	Permanent Part time
Modern Award Level Classification	Social Community Home Care and Disability Services Award (SCHADS) Level 3
Directly Supervising	Nil
Reviewed	May 2024

Organisational Context

Belong Blue Mountains (BelongBM) is a community-based organisation providing and maintaining a diverse range of community services, programs, projects, events and activities in response to both government funding service priorities and the identified needs within our local communities of service.

Belong Blue Mountains has come from and is grounded in a community development and person-centred framework and holds true to the social justice principles of access, participation and equity. We work to create a community where people are heard, supported, respected, valued, connected and visible.

Position Summary

This position is part of the Aged, Chronic Care and Allied Health Stream

This position will provide direct Home Care support for eligible Community Home Support Program participants of Belong BM in accordance with policy, procedure, and funding contracts.

The role of the Home Care Worker is to provide domestic assistance to meet participants directed goals and improve quality of life.

The key focus areas of the service in providing domestic assistance to participants and their carers are:

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

2. Provide monitoring of service users and carers health and well-being and contribute to program service development.

The position is a mobile position and will require the Home Care worker to travel to and from participant homes as well as support participants in the community where needed.

This position will be required to work collaboratively with the other Home Care worker and the Community Home Support admin worker, under the supervision of the Lead and with the broader Aged, Chronic Care and Allied Health Stream staff.

Main Duties and Responsibilities

The Home Care Worker will undertake the following duties:

General Responsibilities

- Work within the philosophy and objectives, policies and procedures of Belong BM.
- Attend staff meetings and relevant community sector meetings.
- Performance of other duties as required, as directed by the Community Home Support Lead; Aged, Chronic Care and Allied Health Manager, CEO or member of the Belong BM Executive Team.

Specific Responsibilities

- Domestic Assistance - In line with the client's care plan undertake domestic duties such as vacuuming, cleaning, laundry, and shopping.
- Transport - Provide transport support to enable service users to access community and social activities and/or medical and specialist appointments
- Establish appropriate and effective working relationships with service users, maintaining professional boundaries.
- Provide a quality service at all times by responding to individual needs and requirements with flexibility and safety.
- Assist the service user in maintaining and enhancing practical skills in order to promote their level of independence.
- 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.
- Adhere to administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- Maintain confidential client, personnel, and organisational information in line with legislative and organisational requirements.
- Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes

Program accountability

- Contribute to the annual review, as requested.
- Record and report service activity levels
- Work within funder requirements and best practice standards

Practice standards and compliance

- Abide by all relevant Belong BM policies and procedures.
- Understand and abide by the Belong BM Code of Conduct and maintain a professional level of behaviour and conduct in the workplace at all times, and ensure that volunteers adhere to the Code of Conduct.
- Provide services according to the funding contract and guidelines of the funder.
- Maintain up to date service records in accordance with Belong BM policy and procedure including participant profile and notes, volunteer profile and notes, statistical data and service documentation for participants and volunteers.

Service, continuous improvement and quality

- As part of the Belong BM Aged, Chronic Care and Allied Health Stream, under the leadership of the LEAD, participate in evaluation processes and formal service feedback opportunities.
- Participate in the identification of opportunities for continuous improvement of service, innovation and development of the service.
- Maintain your own professional development through identifying and engaging in regular training and networking to maintain and develop skills and knowledge for the effective operation of the service for the benefit of participants and volunteers
- As part of the Belong BM Aged, Chronic Care and Allied Health Stream, under the leadership of the Lead, implement service procedures, systems and work practices to strengthen quality service delivery and outcomes.
- Participate in planning activities, and organisational accreditation processes.

Relationships

- Maintain effective working relationships with Belong BM staff and service partners.
- Contribute to staff meetings, providing positive input when required.
- Participate in staff meetings, training and staff development workshops.
- Actively participate in the Broader Aged, Chronic Care and Allied Health Stream meetings.
- Work as part of the Belong BM Aged, Chronic Care and Allied Health Stream, maintaining effective working relationships with team members.
- Attend relevant community forums and meetings as a representative of Belong BM, as required.

Organisational support

- Positively and constructively represent the organisation to external contacts at all opportunities.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
- Help ensure the health, safety and welfare of participants, volunteers, self and co-workers.
- Assist in helping to create and sustain a culture of continuous quality improvement.
- Contribute to the annual report, as required.
- Participation in Belong BM events and activities from time to time.

- Willingness to adhere to Belong BM grievance procedures. Constructively work through any staff disputes or disagreements to ensure the continuation of effective staff relationships.
- Actively encourage access to, and utilisation of, Belong BM services and activities.

Risk management and work safety

- Comply with all WHS procedures and safe work practices in accordance with Belong BM policies and the WHS Act
- Ensure that you fulfil the required WHS responsibilities as per the Belong BM WHS policies, including safety checks for all work activities to be carried out in a participant's home, compliance with risk management and risk assessment procedures
- Notify your direct supervisor and/or Belong BM Management regarding any identified work safety issues/risks as soon as is practical after identification
- Report any accidents, incidents or hazards promptly using the appropriate Belong Blue Mountains Incident & Accident and / or Hazard form and procedure and through logging the incident in our human resources software, Employment Hero
- Take all reasonable precautions and actions to maintain a safe work environment for self, colleagues, participants, volunteers and the community
- Promote and engender a safety and no blame culture within the Belong Blue Mountains service teams i.e. with participants, carers, volunteers and staff

Physical demands & Work Environment

- Belong Blue Mountains has a smoke free environment, across all work sites and in all fleet vehicles
- This position requires you to make home visits, sometimes with another staff member but often alone. You are required to follow Belong BM procedures and work directions when you are making a home visit, to help ensure your safety while working. You are never required to attend or remain in any place where you feel unsafe.
- This position requires the moving of equipment and requires awareness of appropriate lifting techniques and manual handling
- This position requires you to have a current driver's licence and comprehensively insured vehicle.
- This position requires you to have a Criminal Record Check clearance and Working with Children Check.

Expectations

- Display informed affinity with the ideas, aspirations and ethics of Belong Blue Mountains and identify with its purpose.
- Demonstrate commitment to equal employment opportunity principles with regard to all employment activities, including recruitment of volunteers.
- Demonstrate commitment to social justice.
- Maintain the confidentiality of information relating to colleagues, participants, volunteers, community members who come to the hubs for assistance.

- You are responsible for fulfilling your duties within the scope of this position description, within the framework of legislative and funder requirements and Belong Blue Mountains' policies and procedures. Issues are usually resolved without reference to your immediate supervisor but matters that arise which are outside these parameters, or matters which may potentially escalate to the detriment of Belong Blue Mountains should be reported promptly to the Aged, Chronic Care and Allied Health Manager.

Selection criteria

Essential criteria

Qualifications

1. Certificate III in Aged Care and / or Certificate III in Home and Community Care or higher

Skill and additional Requirements

1. Demonstrated experience in working with frail aged and their carers.
2. Demonstrated experience and performance in the key responsibility areas.
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.
4. Demonstrated ability to work independently and report accurately to supervisor.
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. Proven experience in providing quality services that assists people to maintain their independence, dignity, cultural values and religious beliefs.
7. Ability and willingness to work in a diverse range of settings including but not limited to, a person's home and other community settings.
8. Reliable motor vehicle (including valid registration and full comprehensive third-party insurance).
9. An understanding of safe work practices, proven experience in the use of appropriate manual handling techniques.
10. Working with Children Check
11. Competent computer skills (Windows, Microsoft Word, Excel, email/internet, database).
12. Proof of Full COVID 19 vaccination status

Conditions of Employment

General Conditions

- The position is covered by the *Social, Community, Home Care and Disability Services (SCHADS) Award 2010*.
- Fleet vehicles are available for work-related travel.
- This position requires you to have:
 - a current Criminal Record Check.
 - a current driver's licence.
 - a current first aid certificate (this can be obtained through BelongBM)
 - monthly supervision. This will be provided by Belong Blue Mountains in working hours using an external facilitator.

Belong Blue Mountains Above Award Conditions

- Belong BM staff have access to Salary and Meal & Entertainment packaging.
- Belong BM practices flexible work conditions for its employees

Agreement

I accept and agree to the duties in this Position Description, and I agree to abide by the terms and conditions stipulated therein. I further agree to abide by the policies and procedures of Belong Blue Mountains and its Code of Conduct.

Name (Please print):	
Signature:	Date:

Prepared by: Aged, Chronic Care and Allied Health Manager

Approved by:

Date: