

Position Description

Position Title

Home Care Worker

Division

Home Care Services

Reports to

Manager, Client Support Services

Function

The Home Care Worker provides direct care and support assistance to Anglicare clients. The Home Care Worker ensures the individual needs of clients are met, specifically in the areas of personal care and developmental, social, recreational and emotional needs in accordance with rehabilitation, healthcare and support focus plans, and relevant Standards and policies and procedures of Anglicare Tasmania.

Anglicare Mission

Anglicare, in response to the Christian faith, strives to achieve social justice and to provide the opportunity for people in need to reach fullness of life, within Anglicare's resources.

Anglicare is committed to:

- Working for the common good and a just and healthy society.
- Working together with government, business, the community and churches to build a better future
- Valuing and celebrating difference and diversity within society
- Reconciliation with Aboriginal people
- Offering our support to all who need it, for as long as they need our help
- Empowering our clients and treating them, their situations and their choices with respect
- Upholding human rights
- Joining together with those who suffer disadvantage and injustice to call for change
- The safety and protection of children involved in our activities and programs.

- Providing a range of opportunities for people accessing our services and seeking our support to be actively involved in decision-making processes, service design, continuing development and promoting broader social change.

Standard Position Requirements

- Required to hold and maintain a current Drivers Licence.
- Required to hold and maintain a “Working with Vulnerable People” – Child Related Activities Registration (Tasmania).
- Required to provide a satisfactory Schedule 1 National Police Check
- Required to undertake Anglicare’s Safeguarding Children and Abuse Prevention Programs prior to working directly with children or vulnerable people.
- Required to undergo an employment health assessment which allows Anglicare to be aware of potential and actual health issues for employees and (if appropriate) to work with you to ensure we manage these appropriately (e.g. tailoring the work environment to cater for specific requirements).
- Conform to Anglicare’s conditions of employment, Code of Conduct, Confidentiality, Anti-Discrimination, Bullying and Harassment policies, Work Health and Safety policies including signing a new Personnel Declaration.
- Required to comply with Anglicare’s Smoke Free Work Site policy.
- This position is mandated by law to report all current concerns about the safety, welfare and wellbeing of a child.
- Report any suspected abuse or neglect of adult with a disability or ageing person.

Specific Position Requirements

- Required to hold and maintain a current Medication Administration qualification.
- Required to hold and maintain a current First Aid qualification.
- Willing to undertake Manual Handling training as required.
- Be willing to; make themselves available to work a variety of shifts over a 24 hour period if required.
- Carry, and use an Anglicare Identification Card.

Primary Tasks

Within a client centred approach, assist and support clients to maintain and/or develop skills including personal care and maintain optimal health by:

- Providing physical assistance and support through safe manual handling techniques in accordance with manual handling plans (including prolonged periods of lifting, pulling, pushing, moving, transferring, twisting, restraining, and supporting) of materials, equipment and clients, of varying weight, capacity, and sizes and;
- Required to undertake repeated periods of bending, squatting and reaching for the purpose of providing domestic support and personal care to clients;
- Assisting clients in meeting their personal care needs such as toileting, showering, grooming and dressing in accordance with Client Plans.
- Monitor, support and assist clients, within the scope of practice for a Home Care Worker, with their general health and well-being and report any concerns to the Client Services Manager.
- Assist client's to manage their medication in accordance with Anglicare Medication Administration policy and procedures.
- Assisting clients with menu planning, shopping, meal preparation and cooking.
- Transporting clients including to and from any day support placements, community activities and appointments.
- Assisting clients to purchase their own personal belongings and manage their finances in accordance with Anglicare Client Finances Policy and procedures.
- Delivering support in accordance with Individual Client Plans.

Interact and build appropriate relationships with clients, their families, visitors, colleagues and other Anglicare personnel, and external stakeholders by:-

- Adhering to Anglicare's policy and procedure, Code of Conduct and Professional Boundaries Guidelines.
- Respecting and maintaining clients' privacy and confidentiality.
- Reporting any unreasonable action, suspected or observed client abuse, exploitation or discrimination to the Client Services Manager.
- Ensuring decision making and duties remain within the parameters of a Home Care Worker.
- Alerting the Client Service Manager of concerns relating to unlawful discrimination, harassment and/or bullying in the workplace.
- Acknowledge and respect the client's and their families' lifestyle choices, cultural, linguistic and religious preferences.

- Welcoming families and friends and supporting clients to enhance these relationships.
- Working in a collaborative and co-operative manner and providing appropriate information to families and external service providers as required.

Contribute to and actively ensure a quality service is provided by:-

- Participating in quality improvement activities including quality audits and continuous improvement initiatives as required.
- Reporting client, family and external providers' dissatisfaction and complaints to the Client Service Manager as soon as possible.

Undertake administration tasks and responsibilities in accordance with Anglicare Tasmania policy and procedures by:-

- Reading Communication Book and House diary and/or planners and client's communication books at the commencement of each shift to verify and ensure required follow-up on clients' appointments/activities and shift duties.
- Reading and responding as required to organisational communications such as emails, memos, and other correspondence.
- Recording attendance and completing relevant log sheets as required.
- Recording shift information including client activities, health, behaviour and incidents in accordance with documented policy and procedures.
- Ensuring records remain secure in designated storage areas.
- Informing Anglicare of any relevant changes and responding to requests related to human resource management paperwork in a timely manner.

Work as part of a team to maximize outcomes for clients and ensure a coordinated, consistent approach to service delivery by:-

- Collaborate with colleagues and the Client Services Manager in a positive manner.
- Raising and discussing any concerns in a constructive respectful manner in accordance with policy and procedure.
- Assist the Client Service Manager to orientate new staff by guiding lower classified Home Care Workers through the buddy shift process as required.
- Attending and participating in meetings as required and approved by Client Services Manager.
- Providing basic support to students on placement, students on work experience and new casual staff during orientation.

Work Health and Safety

- Maintain a safe working environment by adhering to OH&S policies, procedures and guidelines and by working in a responsible manner to ensure the safety of oneself, other employees, clients and visitors to Anglicare.
- Following evaluation procedures, participating in evaluation drills and ensuring the environment's entry and exits are clear and hazard free.
- Discussing any safety concerns and ensures all incidents, hazards and/or near misses are immediately reported to the Client Services Manager.
- Following correct manual handling techniques in accordance with documented manual handling plans.
- Following documented protocols
- Use equipment and materials for intended purposes only and in accordance with written instructions and report all equipment failures or repairs to the Client Services Manager as soon as possible.
- Monitoring one's own health and wellness by initiating early discussions with the Client Services Manager and by avoiding roster changes such as swaps and additional shifts which result in working excess hours or an unhealthy shift schedule.
- Contribute in the identification and resolution of occupational health and safety issues which may arise while supporting clients in the community.
- Apply standard precautions and complying with infection control procedures.
- Ensuring the environment and equipment such as continence aids are clean and hygienic.
- Disposing of hazardous waste in accordance with procedures.
- Ensuring the home is locked and secured in accordance with prescribed operating protocols.

Demonstrable Competencies

The incumbent will possess demonstrable competency, knowledge, understanding and/or skills in the following areas:

1. An understanding, genuine respect and appreciation of the issues and barriers experienced by people living with a disability or who are aged.
2. Ability to be flexible, reliable and deliver effective support to people with a disability or who are aged.
3. Knowledge or the ability to acquire knowledge regarding operational policy and procedures and statutory requirements applicable to the provision of disability and aged care support services.
4. Ability to prioritise work and follow policy and procedures.

5. Good basic numeracy, verbal, written and interpersonal skills.
6. A non-judgmental, positive approach to interaction with clients, their families, colleagues, supervisor, other Anglicare personnel and external providers.
7. Ability to remain calm and respond effectively in an emergency situation.
8. Ability to work individually and also as part of a team.
9. Basic computing skills.

Essential qualifications and/or experience

Certificate III in Disability Work or Aged Care or a similar qualification deemed to be of equal standing.

Direction or supervision required

- The performance of the Home Care Workers is subject to regular supervision by the Manager Client Support Services and other higher classified employees.
- The Home Care Worker operates within established routines, methods, standards and procedures and may exercise limited initiative and judgment within clearly established procedures and/or guidelines.

Level of Responsibility

- Responsible for managing time, planning and organising their own work, ensuring shift duties, check and balances are completed in accordance with prescribed procedures. The Home Care Worker may be required to oversee and guide the work of a limited number of lower-classified employees or volunteers on a shift.
- The role exercises limited judgement and must adhere to and resolve minor work procedural issues within established policy and procedures.
- The Home Care Worker is accountable to their immediate supervisor for all aspects of service delivery whilst at work.
- The Home Care Worker has no delegated authority.