

Position Description: Home Care Support Worker

Purpose of the Position

The purpose of this position is to meet the holistic care needs of Care at Home clients, assist clients with personal care requirements, and assist with the activities of daily living, including domestic (housekeeping and catering) tasks and social needs, of clients.

Reporting

The Home Care Support Worker is accountable to the Executive Manager Home and Community Care.

Organisational Values

Catholic Homes is committed to employing a caring and dedicated team of employees who provide services that enhance the quality of life of our Residents/Clients. Staff are called to behave in such a way that upholds the Catholic Homes' Values and demonstrates a commitment to working co-operatively and collaboratively.

A commitment to the Values of Catholic Homes is reflected in the attitudes, behaviour and actions of staff. This is in the form of decision-making processes, adherence to policy and procedures, the quality and nature of the services, provision of staff development programs, implementation of tasks and in the way people are related to and cared for, particularly staff and Residents/Clients.

A commitment to confidentiality of information requires all staff to take reasonable precautions to maintain the non-disclosure of any confidential information about other staff members or Residents/Clients as well as the general operations and affairs of the organisation to any person other than those approved by the Organisation.

Duties and Responsibilities

Corporate Ethos

- Demonstrates and understands Catholic Homes' Vision, Values and Statement of Identity in dealing with other staff and Residents/Clients;
- Demonstrates and complies with the Code of Conduct;
- Demonstrates, understands and actively participates in Catholic Homes' care model, "Care with Purpose", in all undertakings relating to the provision of care and services to Residents/Clients.
- Demonstrates and participates in Continuous Improvement Programs;
- Demonstrates consistent application of the principles of Continuous Quality Improvement;
- Has sound knowledge of mechanisms available to staff and Residents/Clients for the provision of feedback and takes appropriate action to follow up comments, complaints and compliments.

Home Care Services

- Attends to client support at times specified in roster and reports any deviation of this to the office immediately
- Reads and follows the care plan at all times, contacting the office if care plan is not available
- Attends to personal care according to Care Plans;
- Attends to clients in a flexible and caring manner ensuring changing care needs are met;
- Observes clients' responses to their care, and reports findings to the Executive Manager Home and Community Care or Case Manager;
- Contributes information to clients' assessment and care plans ensuring information is accurate and current;
- Respond positively and work within the Organisational direction and requirements that may change from time to time;

- Participate in the after-hours 'on call' roster arrangements (as required and amended from time to time) to facilitate the ongoing provision of Home Care support to clients.
- Ensures that all aspects of care uphold values of dignity and respect that clients are entitled to;
- Ensures that all interactions have positive effect on our clients;
- Reports any change in clients condition or abilities to the office immediately and notes in progress notes in clients home
- Complete timesheets or electronic confirmation of services at each visit.
- Seek authorisation from the Executive Manager Home and Community Care, or representative, before completing any unauthorised tasks such as the client asking you to - leave early or attend at a time differing from the roster or undertake any duties that at not specified on the care plan.

Domestic Services

- Performs domestic services (housekeeping and catering) to a high standard;
- Performs duties according to Care Plans;
- Works effectively to complete domestic programs in timely manner;
- Uses correct cleaning/laundry procedures at all times;
- Notify to the Executive Manager Home and Community Care of any requests to use non-approved chemicals, or changes in chemicals and equipment used in the clients' home;
- Completes the required documentation to demonstrate satisfactory housekeeping and catering services;
- Maintains equipment and storage areas to the highest standard of cleanliness;
- Promptly reports any maintenance issues requiring attention to the client; and the office
- Ensure the safe preparation and delivery of the food service;
- Notify the Executive Manager Home and Community Care if the dietary needs of the client changes from the Care Plan.

Compliance and Reporting

- Understands and complies with the Catholic Homes' guidelines, policies and procedures (as amended from time to time);
- Attends all compulsory and recommended training and meetings as required

Workplace Health & Safety

- Ensure, promote and comply with safety in the workplace.
- Take care of property and equipment and report faults promptly.
- Report and analyse Hazards, Accidents and Incidents promptly and accurately.
- Utilise resources and equipment economically and safely.
- Familiarise yourself with all emergency procedures.
- Responsible for the promotion and maintenance of a safe working environment.
- Take appropriate action to ensure own health and safety;
- Ensure correct manual handling techniques according to manual handling guidelines and policies.
- Contribute to workplace risk assessment and hazard control activities.

Expected Behaviours

- As a member of Catholic Homes' Home Care Team, you will be required to work with other staff cooperatively and accept reasonable and lawful instructions and recommendations by the Line Manager when necessary.
- As a member of Catholic Homes' Home Care Team, there may be occasion where you may be required to work across one or more sites to provide assistance and support to your colleagues.
- Provide mentoring and coaching to peers where applicable.
- Provide assistance and support to fellow staff members whilst on duty.
- Communicate effectively in a constructive, courteous, respectful and professional manner.
- Treat other staff members with professionalism and respect.
- Enable Residents/Clients to make informed choices, take risks and treat them with dignity and respect in line with Catholic Homes' care model, currently "Care with Purpose"
- Maintain a positive and professional outlook whilst at work.
- Accept and provide constructive feedback.
- Possess a reasonable level of physical fitness to perform the inherent duties of the role.
- Accept responsibility for own actions.
- Identify own learning needs and accept training as recognised by the Line Manager and/or organisation as necessary
- Maintain confidentiality at all times.

Verification

Home Care Support Worker

As the incumbent of this position, I have read and understood the responsibilities and other requirements as detailed in this document.

Name: _____ Signature: _____

Date appointed: _____ Date: _____