
POSITION TITLE:	Community Home Support Worker
RESPONSIBLE TO:	Director Primary & Community Support Services
DEPARTMENT:	Community Home Support Services
AWARD:	Health and Allied Services
CLASSIFICATION:	As per Award
REPORTS TO:	Coordinator Home Support Services & District Nursing
CONTRACT:	As per employment contract

POSITION STATEMENT

The primary role of this position is to assist frail aged and people with disabilities and their carers to maintain optimal independence and quality of life with dignity and safety while living in their own home.

RESPONSIBILITIES AND KEY PERFORMANCE INDICATORS (Outcomes)

OPERATION DUTIES

Community Support Workers tasks may include but are not limited to:

- Assistance or supervision with bathing, showering or sponging
- Demonstrating and encouraging the use of techniques to improve the person's capacity for self-management or carer support
- Building confidence in the use of equipment or aids, such as a bath seat or handheld shower hose
- Assistance with dressing and undressing
- Assistance with shaving, hair care and grooming
- Assistance with mobility such as getting in and out of bed, sitting up, turning, standing and walking, and transfers to commode, wheelchair, chair or vehicle
- Assistance with eating, drinking, cooking, preparation and service of food, preparation of special diets and shopping
- Assistance with toileting
- Monitoring self-medication; this may involve the community support worker observing and reporting to their supervisor, for example, if they notice that medication has not been taken
- Taking the person to medical and other related appointments
- Accompanying the person to community activities in order to build confidence and access to activities that enhance social inclusion
- Building the person's confidence and capacity for community access by assisting the person to:
 - Use public or subsidised transport
 - Use volunteer support
 - Connect or reconnect with community and cultural groups
 - Increase confidence and capacity to attend events
- Perform household cleaning duties as directed by the client's individual service plan
- Where a person has unstable health or complex care needs the community support worker is required to have additional education and training specific to that person

These skills are not transferable to other people. In these circumstances, assessment and care planning as well as non-transferable skills training and supervision is required by a registered nurse or other relevant health professional

PROFESSIONAL DUTIES

- Maintain confidentiality & privacy
- Attend training sessions as required to ensure skills are kept current including all mandatory training
- Actively participate in annual performance review and appraisal
- Wear correct uniform during all periods of work
- Communicate to staff, clients and carers in a professional and appropriate manner
- Wear Organisation Identity Badge at all times

ADMINISTRATIVE DUTIES

- Assist as required, in the review and development of policies and procedures for the organisation as they directly relate to delivery of CHSS Services, and this position
- Communicate with CHSS office
- Refer appropriate clients and carers to the CHSS office to access services
- Maintenance of all documentation relevant to the role
- Participation and contribution towards ongoing development of services
- Awareness of and commitment to Occupational Health & Safety

Additional Responsibilities

- Working within the parameters of their job as determined by their position descriptions, employment skills, training, local-area work agreement, contract or award
- Keeping up-to-date with personal care techniques and addressing their own training needs
- Implementing each person's care plan
- Developing and maintaining a respectful and comfortable working relationship with the person and their carer, which includes observing appropriate confidentiality and boundaries
- Actively observing and reporting each person's progress, wellbeing and any changes in their health status, circumstances or condition

QUALIFICATIONS

- Certificate III in Home and Community Care (or equivalent).

HUMAN RESOURCES

- Employees must comply with and demonstrate the Organisational Behavioural Values
Respect, Integrity, Compassion, Excellence, Community
- All employees of Orbest Regional Health are required to participate in an annual Performance review and planning process, ensuring all documentation is provided for the personnel file
- Participate in the annual review and planning process, completing an individual aims and achievements plan in line with the strategic objectives of Orbest Regional Health
- During the annual aims and achievements discussion review the annual information updates as listed in attachment 2

- All employees will undertake an organisational orientation induction program and complete training requirements relevant to position, including mandatory training as listed in attachment 1
- On an annual basis complete mandatory training as per attachment 1
- ORH promotes the safety and wellbeing of all children and particularly those from culturally and/or linguistically diverse backgrounds. Working with children checks are required for staff who work with children under 16, and understanding of implementation of safe practices with children including mandatory reporting of child abuse is a requirement of ongoing employment.

ADMINISTRATION

- Be conversant with ORH Policies and Procedures and be able to demonstrate how to access relevant policies and procedures using the PROMPT system

OCCUPATIONAL HEALTH AND SAFETY

- Ensure that work practices are carried out in accordance to the Occupational Health and Safety policies, and the operational policies and procedures of the organisation.
- Ensure daily tasks are carried out in such manner that minimises risks to patients/residents, other staff members and visitors
- Are confidently able to complete a Riskman incident report and report any safety issues immediately to the supervisor and/or Safety Representative
- Ensure that infection control guidelines and requirements are known and incorporated into daily work activities

QUALITY AND SAFETY

- Demonstrate a commitment to the delivery of quality services.
- Demonstrate a focus on partnering with consumers in the planning, delivery and evaluation of services and care, by actively seeking feedback and engaging consumers in their care planning as appropriate to employee role.
- Ensure all Multi Purpose Service activities are in accordance with the
 - National Safety and Quality Healthcare Standards (organisation wide)
 - Community Common Care Standards (Home and Community Care)
 - Department of Human Services Standards (Disability and Homelessness Support)
 - Royal Australian College of General Practitioners Standards (Medical Clinic);
 - Diagnostic Imaging Standards (Radiology).
- Actively participate in the Orbest Regional Health Quality Program and accreditation processes against the above standards.

- Are confidently able to complete a RiskmanQ quality activity.
- Be able to identify risks and follow the Orbest Regional Health Risk Management Policy and procedure.
- Have processes to monitor and evaluate the performance of the services provided by the work area
- Be aware of Orbest Regional Health’s approach to quality and safety that includes: Risk management, Clinical governance, Patient centred care and Consumer rights and responsibilities, Diversity, Workplace Health, Safety & Wellbeing, Performance reporting and Monitoring, Partnering with Consumers, Quality Improvement and Open Disclosure. Refer Staff Guides located in Prompt.

.....

AUTHORITY AND CONDITIONS

- All employees of Orbest Regional Health must sign a Confidentiality Statement. This is to ensure that employees shall not at any time, either during the period of employment, or at its completion, divulge either directly or indirectly to any person, confidential knowledge or information acquired during the course of this employment.
- All employees of Orbest Regional Health are required to recognise consumer rights and operate within the Charter of Human Rights.
- Adhere to the level of authority under the Organisation Instrument of Delegation.
- This position carries a Level _____ under the Instrument of Delegation.

I have read, understood and accepted this Position Description.

.....
(Employee Name)

.....
(Manager Name)

.....
Signature

.....
Signature

.....
Date

.....
Date

Orbest Regional Health reserves the right to review and amend this document at its discretion.

KEY SELECTION CRITERIA

Essential Criteria

1. SPECIALIST SKILLS AND KNOWLEDGE

- Flexibility in hours available to work and the ability to change shifts at short notice.
- Supportive and non-judgemental attitude to assist clients in maintaining independence and autonomy.
- Demonstrated ability to maintain confidentiality and privacy.
- Ability to undertake repetitious, physically demanding tasks.
- Administrative skills in completion of time sheets and travel records.

2. INTERPERSONAL SKILLS

- Ability to communicate effectively with service users, carer's, coordinators and fellow staff members.
- Ability to work without direct supervision, but within parameters of client care plans.
- Willingness to undertake training programs.

3. QUALIFICATIONS AND EXPERIENCE

- Certificate III in Home and Community Care (or equivalent qualification).
- A reliable car with appropriate insurances and a mobile telephone are essential.
- Current Police Check
- Drivers Licence
- Current Police Check and WWCC

Desirable Criteria

- Experience gained through working in the aged and/or disability fields.
- Current HLTF301A – “Applying First Aid” certificate.

Orbost Regional Position Description - Attachment 1
Organisation wide – Mandatory Training

Focus area	Frequency	Classification	Staff	Training Type	Committee Responsible
Emergency Response	Orientation & Annual	Mandatory	All ORH Staff	Online training	Emergency Preparedness & Resilience
Manual Handling	Orientation & Annual	Mandatory	All ORH Staff	Online training	OH&S
No Lift	Orientation & Annual	Mandatory	Nursing Staff	Online training and practical assessment	OH&S
Hand Hygiene	Orientation & Annual	Mandatory	All ORH Staff	Online training	Infection Control
Basic Life Support	Orientation & Annual	Mandatory	All Nursing Staff Medical Staff	Self-directed learning package- clinical skills practical assessment	Clinical Standards
Medication Administration General Adult & IV competency	Orientation & Annual	Mandatory	All Nursing staff (including medication endorsed ENs).	Online training	Clinical standards
Falls Prevention	Orientation & Annual	Mandatory	All nursing staff	Online training	Clinical Standards
Neonatal Resuscitation	Orientation & Annual	Mandatory	All Midwives	Online training	Clinical Standards
Advanced Life Support	Orientation & Annual	Mandatory	All ALS responders – grade 5/ ANUMs	Self-directed learning package- clinical skills practical assessment	Clinical Standards
Triage	Orientation & Annual	Mandatory	Grade 5 / ANUM	Online Training	Clinical Standards
Blood Safe	Orientation & Annual	Mandatory	All Nursing Staff	Online Training	Clinical Standards
Aseptic Technique	Orientation & Annual	Mandatory	All Nursing & Medical Staff	Online Training	Infection Control
Bullying and Harassment	Orientation & Annual	Mandatory	All ORH Staff	Online Training	People and Culture
Risk Management	Orientation & Annual	Mandatory	Managers	Online Training	OH&S
Occupational Violence	Orientation & Annual	Mandatory	All ORH Staff	Online Training	OH&S
OHS	Orientation & Annual	Mandatory	All ORH Staff	Online Training	OH&S
Cybersecurity training for health services	Orientation & Annual	Mandatory	All ORH Staff	Online Training	MPS Managers

Orbost Regional Health Position Description – Attachment 2
Organisation wide – Orientation & Annual Information Update

Focus area	Frequency	Classification	Staff	Training Type
Occupational Health & Safety	Orientation & Annual	Info Update	All ORH Staff	Manager Discussion
People & culture	Orientation & Annual	Info Update	All ORH Staff	Workshop
Diversity	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Clinical Governance	Orientation & annual	Info Update	All ORH staff	Manager Discussion
Resource Management	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Risk Management	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Quality Improvement	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Partnering with Consumers	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Performance Reporting and Monitoring	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Patient Rights & Responsibilities	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Emergency management & Business Continuity	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Review & Planning Process	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Environmental sustainability	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion