

## POSITION DESCRIPTION

|                         |   |
|-------------------------|---|
| <b>Position:</b>        | <b>HOME BASED SERVICES SUPPORT WORKER</b>   |
| <b>Time Fraction:</b>   | Casual  |
| <b>Reports to:</b>      | Community Care Manager  |
| <b>Award:</b>           | <b><i>Victorian Public Health Sector (Health and Allied Services, Managers &amp; Administrative Workers) Single Interest Enterprise Agreement 2016 - 2020</i></b> |
| <b>Department:</b>      | Community Health  |
| <b>Position Tenure:</b> | As Contracted   |

### OUR MISSION:

**To promote and enhance the health and wellbeing of the people of the Omeo and District.**

#### STRATEGIC GOALS

|   |   |  |  |  |  |  |  |
|---|---|--|--|--|--|--|--|
| To provide services that promote health and wellbeing for the community | To deliver safe, best practice care and services to the community | To effectively recruit, retain and build a quality workforce | To provide services that are financially sustainable | To review future capital asset and infrastructure requirements | To actively promote partnerships and engage with the community | To strengthen governance, performance, transparency and accountability | To promote the use of available technologies |
|---|---|--|--|--|--|--|--|

### OUR VALUES

| Integrity   | Accountability  | Respect  | Leadership  |
|---|---|--|---|
| <ul style="list-style-type: none"> <li>• Being honest, open and transparent in our dealings with our colleagues.</li> <li>• Using influence and authority responsibly and appropriately.</li> <li>• Reporting improper conduct.</li> <li>• Identifying and avoiding conflicts of interest in daily practice.</li> <li>• Striving to earn the trust of our colleagues through transparent practice and behaviour.</li> </ul> | <ul style="list-style-type: none"> <li>• Accepting responsibility for individual decisions and behaviour.</li> <li>• Ensuring the best use of resources.</li> <li>• Honouring confidentiality.</li> <li>• Using professional knowledge and skills to undertake responsibilities to the best of your ability.</li> </ul> | <ul style="list-style-type: none"> <li>• Treating others fairly, objectively and equally.</li> <li>• Ensuring freedom from discrimination, harassment and bullying.</li> <li>• Working together to achieve the best possible outcomes.</li> <li>• Communicating effectively without behaviours such as abuse or intimidation.</li> </ul> | <ul style="list-style-type: none"> <li>• Actively embracing, promoting and supporting ODH values to the community.</li> <li>• Maintaining professionalism in all our interactions.</li> <li>• Celebrating achievements of ODH.</li> </ul> |

**At ODH we are an equal opportunity employer offering a totally smoke free workplace**

## **Key Selection Criteria**

Omeo District Health is an equal opportunity employer. ODH has adopted a common set of values across the organisation and developed associated behaviours around these values. Selection will be based on assessing demonstrated performance of the skills, knowledge, behaviours and other personal qualifications relevant to the role.

### **Essential**

- Certificate III in Home & Community Care or Certificate III in Aged Care or equivalent registered vocational training or the willingness to undertake these studies.
- Basic first aid updated annually (a component of ODH mandatory training program).
- Understand the needs of frail aged and disabled people.
- Experience working in the health or community service fields or completion of relevant qualifications.
- Demonstrated ability in prioritising workload to meet deadlines and manage constantly changing priorities.
- Ability to enhance the front line customer service and ODH profile in the community.
- Experience and commitment to quality improvement.
- Understanding of the role of policies and procedures within an organisation.
- Ability to work independently and initiate and work in a creative and flexible manner.
- Demonstrated ability to work with confidential and sensitive information.
- Availability for work between 7am and 7pm weekdays and weekends
- Own vehicle with comprehensive insurance, current drivers licence and own telephone.
- Current National Police Check.
- Current Working with Children's Check.

### **Desirable**

- Experience in providing care services to frail aged or disabled people.
- Hygienic domestic cleaning skills.
- Certificate in Food Handling.

## **Position Summary**

Omeo District Health Home Based Services provide a holistic range of community based health maintenance and support services for frail aged people, people with a disability and their carers. The services support people to be more independent at home and in the community, thereby enhancing quality of life and/or preventing the inappropriate admission to long-term residential care.

These services are provided in a flexible, coordinated and timely manner, across the diverse rural and remote communities of the Omeo region.

## **Key Responsibilities and Duties**

Help clients stay active, independent and living at home for as long as possible incorporating the Home and Community Care Active Service Model. Empower clients to do as much for themselves as possible.

- Work with clients to keep their home clean and safe, with basic maintenance tasks inside and out. Tasks may include washing, ironing, changing linen, vacuuming etc.
- Work with client by assisting with shopping / errands such as paying accounts or banking, with or without the client.
- Work beside the client to prepare meals, or provide delivered meals if needed.
- Work with clients to manage personal tasks such as bathing, getting dressed or assisting with fitness programs, encouraging clients to stay active.
- Connecting clients with interest groups or social groups to help them get to the places they would like to go.
- Support the carers by providing respite care. Assistance may include; companion sitting, attending activities with the individual, provide assistance with skills development and capacity building.

## **Organisational Keys**

### **Customer Service**

- Deliver services that reflect the Organisation's mission statement and values with a strong focus and commitment to Customer Service.

### **Privacy, Dignity & Confidentiality**

- Recognise and respect each Resident's/Patient's/Client's right to privacy, dignity and confidentiality.
- Demonstrate a commitment to and understanding of the Information Privacy Principles concerned with empowering individuals to manage, as far as practicable, the collection, use and dissemination of personal information about themselves.

### **Team Contribution**

- Demonstrate commitment to co-operation and a team approach, while exhibiting a positive, strong personal contribution to maximising the performance outcomes of the relevant program / area and ODH as an organisation.

### **Legislation, Regulations and Standards**

- Comply with the requirements and compliance responsibilities of relevant legislation, regulations and standards where they directly impact on the service activity and delivery of care.

### **Occupational Health and Safety**

- Ensures that work practices are carried out in accordance to the Occupational Health & Safety policies of the organisation.
- Promotes a safe working environment by identifying and reporting hazards.

### Infection Control Statement

- All employees of ODH will assess the risk of any potential infectious incident, both staff and client generated and utilise the appropriate actions as outlined in the Policy Manual.
- All employees of ODH will report any infectious risks or incidents to their supervisor.

### Quality and Safety Activities

- Actively participates in the organisation's quality program.
- Assists in the evaluation of effectiveness of services being delivered.

### Professional Development

- Participates in annual performance review and development program.
- Maintain knowledge required for the performance of the position.
- Attend ODH Mandatory Education Training annually.

### Risk Assessment / Job Analysis

Under Occupational Health and Safety, potential risks associated with this position are detailed below. Employee familiarity and compliance with emergency procedure codes apply to all areas of the organisation.

| Aspects of Normal Workplace  | Frequency   |
|--|---|
| <u>Work Environment</u> <ul style="list-style-type: none"><li>• Manage demanding and changing workloads and competing priorities.</li><li>• Work office hours with the possibility of extended hours.</li><li>• Sitting at the computer or in meetings for extended periods of time.</li><li>• Work in a team environment and at times independently.</li><li>• Work in locations geographically separated from the main facility.</li></ul>   | Continual<br>Occasionally<br>Occasionally<br>Regularly<br>Regularly |
| <u>Work Activity</u> <ul style="list-style-type: none"><li>• Undertake administrative tasks including intensive computer / keyboard work, filing, writing, participating in meetings, concentrating for long periods of time (regular, daily basis)</li><li>• Use of technology including photocopiers, telephones including mobiles, fax, overhead projectors, televisions, video, electronic white boards, drill presses and guillotines.</li><li>• Undertake manual handling of equipment (eg, lifting, pulling, pushing, transferring, twisting) on a daily basis.</li></ul> | Occasionally<br><br>Occasionally<br><br>Continual                   |
| <u>Work relationships</u> <ul style="list-style-type: none"><li>• Work within a team environment</li><li>• Professional interaction with medical nursing and admin staff</li><li>• Interact with colleagues and other hospital staff</li><li>• Interact with members of the public</li><li>• Interact with patients and relatives</li></ul>  | Continual<br>Regularly<br>Regularly<br>Continual<br>Continual       |

**Performance Review:**

Six months after commencement of employment, then annually thereafter. Interim reports are completed after every six months or less, as determined by the Department Line Manager and Chief Executive Officer

I, .....

Agree to undertake the duties as specified in the position description, and accept the appointment in accordance with the responsibilities stated above. My signature acknowledges confirmation of the terms and conditions offered.

As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organization's policies and procedures.

Signature: \_\_\_\_\_ Date: ...../...../.....