

## POSITION DESCRIPTION

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

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### OUR MISSION:

To promote and enhance the health and wellbeing of the people of the East Gippsland High Country

### STRATEGIC PILLARS AND KEY OBJECTIVES:

#### Healthy Community

Reach out to our local rural community in the planning and delivering of our services

#### Quality Care & Safety

Deliver first class care to our clients, community and key stakeholders

#### People & Culture

Build a highly engaged and skilled team of health care professionals and volunteers with a commitment to creating a culture of achievement and service excellence

#### Sustainable Services

Develop a fully sustainable health care service model to fund future growth and investment in new markets and emerging technologies

#### Effective Governance

Create a comprehensive and accessible governance framework that ensures compliance with our legislative, ethical and statutory obligations

#### Collaborative Partnerships

Invest in strategic partnerships and alliances that allow us to achieve better outcomes for our service

### OUR VALUES – WE CARE



**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**

- Valid Victorian Driver licence.
- Current National Police Check.
  
- 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 and own telephone.
- 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 and Community Care programs 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**

The Home Based Services Care Worker should be self-motivated and have the ability to gain the acceptance of a wide range of people. The role requires a responsible person with a professional attitude, high level of motivation, flexibility and willingness to provide excellent service with minimal supervision.

- Help clients stay active, independent and living at home for as long as possible by following the HACC Active Service Model of care.
- Empower clients to do as much for themselves as possible by following the principles of the Wellness and Reablement plans.
  - 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

- All employees must have knowledge of Infection Control policies, located on Prompt. Employees will assess the risk of any potential infectious incident and utilise the appropriate action as outlined in ODH policies.
- Infection Prevention is the responsibility of all health care workers and is an essential part of quality health care. Hand Hygiene is the single most important factor in reducing the risk of spreading infection.

## Quality and Safety

- Demonstrate a commitment to the delivery of safe and high 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 activities are in accordance with the following standards as applicable to the employee's work area:
  - National Safety and Quality Health Service Standards (organisation wide);
  - Aged Care Standards (Llewington House);
  - Home Care Common Standards (Home and Community Care);
  - Department of Human Services Standards (Disability Support);
  - Royal Australian College of General Practitioners Standards (Medical Centre).
- Actively participate in the Omeo District Health quality improvement program and accreditation processes against the above standards, as appropriate to employee role.
- Be confidently able to complete an incident report and submit a quality activity in Riskman.
- Be able to identify risks and follow the Omeo District Health Risk Management Policy and procedure.
- Have, or participate in, processes to monitor and evaluate the performance of the services provided by the work area.

## 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></ul>	

<ul style="list-style-type: none"> <li>• Work a flexible roster spanning all shifts 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> <li>• Single beds for patients. All beds are fully electric. There is no requirement to lift bed heads or foot ends. Height adjustment is via a button.</li> <li>• Exposure to Substances. Hazardous substances are part of the hospital workplace (eg. blood). Protective equipment and procedures are in place to prevent contact.</li> </ul>	
<p><u>Work Activity</u></p> <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> <li>• Participation in hazard identification and improvement strategies.</li> </ul>	
<p><u>Work relationships</u></p> <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>	

**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: ...../...../.....