

## Home Support Worker

<b>Award/Agreement</b>	Social, Community, Home Care & Disability Services Industry Award 2010
<b>Responsible to</b>	Manager Community Services
<b>Summary of role</b>	<p>In accordance with Resthaven philosophy and policies, assist older people living independently in the community with activities relating to personal well being, household management, and lifestyle.</p> <p>All work is to be performed within the philosophy of Resthaven Inc., and the guidelines and standards set by the funding body. This position works under the direction and supervision of the Coordinator.</p> <p>A current driver's licence and use of an appropriate reliable and insured vehicle is essential. Reimbursement for work related travel applies.</p>

### Key Responsibilities and Duties

Undertake duties in accordance with the philosophy, business practices and policies of Resthaven Incorporated, and perform the following duties:

- To assist clients with a range of activities including:
  - activities relating to personal hygiene, grooming and presentation;
  - general household, cleaning and environmental maintenance tasks;
  - activities of interest in the home and local community;
  - activities related to the maintenance or improvement of health and well being.
- To carry out activities as specified in client assistance plans and service agreements, with some flexibility to meet the expressed wishes of the client, within a delegated level of responsibility.
- To demonstrate an understanding of and commitment to the rights of clients by:
  - maintaining confidentiality;
  - respecting the values, customs, preferences and spiritual beliefs of clients and their families/carers;
  - acting in such a way that the rights of clients are protected.
- To ensure an appropriate type and level of support to the client by:
  - being aware of the client's current circumstances and needs;
  - encouraging and supporting clients to continue interests, friendships and social interactions;
  - encouraging the clients' independence and reinforcing their capacities;
  - advising the Coordinator of any changes in the client's circumstances or needs.
- Maintaining skills through participation in external and internal education and developmental activities as directed by the manager.

## Key Responsibilities and Duties (continued)

- To assist in the evaluation of clients' progress toward expected outcomes by:
  - participating in the implementation of client activity plans or rehabilitation plans;
  - communicating with the Coordinator about the health, well being and progress of the client;
  - maintaining accurate and concise records and reports.

## Occupational Health & Safety / Quality Systems

Responsible for:

- Maintaining a safe work environment in accordance with Resthaven Occupational Health and Safety Policies and Procedures, and actively participating in the rehabilitation of staff injured at work.
- Assisting in the on-going maintenance of a safe work place through involvement in the implementation of safe systems of work in accordance with Resthaven Occupational Health and Safety Policies and Procedures.
- Participating in mandatory Health and Safety training sessions.
- Identifying and reporting hazards in the workplace.
- Participating in Resthaven Quality Management System and commitment to processes of continuous improvement activities, including auditing, surveys and needs analysis.

## Privacy and Confidentiality

Responsible for:

- Adhering to Resthaven Privacy of Information Policy and Procedure at all times.
- Maintaining a duty of confidentiality to all residents, clients, volunteers and staff.
- Ensuring that any "Confidential Information" that becomes known through the course of employment with Resthaven is kept confidential including information relating to Resthaven's:
  - business or operational interests;
  - methodology and affairs;
  - financial information; and
  - anything else that is notified as being confidential.

Other duties as directed by the Manager Community Services, commensurate with classification and training

## ESSENTIAL CRITERIA

### Qualifications / Experience

- Empathy and understanding of older people and their family members/carers
- Demonstrated ability to communicate effectively with older people, their families/carers, staff and other health professionals
- Ability to work with clients from a range of social, financial and cultural backgrounds
- Ability and willingness to undertake a wide range of tasks
- Ability to provide environmental and household assistance and assist clients with personal hygiene, grooming and presentation
- Ability to complete written notes and forms clearly and accurately
- Demonstrated use of initiative
- Commitment to ongoing professional development
- Ability to cope with change in work demands
- Demonstrated ability to prioritise work and display time management skills

## DESIRABLE CRITERIA

### Qualifications / Experience

- Certificate III in Home and Community Services (Aged Care)
- Experience in supporting older people living in their own homes
- An understanding of the ageing process
- Knowledge of health issues relevant to older people
- Knowledge of the local geographical area
- The ability to speak in another language in addition to the English language

Acknowledged \_\_\_\_\_ Date \_\_\_\_\_  
Manager Community Services

Acknowledged \_\_\_\_\_ Date \_\_\_\_\_  
Employee