



## POSITION DESCRIPTION

<b>POSITION TITLE</b>	<b>Home Support Worker</b>
<b>REPORTS TO</b>	<b>Supervisor/Coordinator</b>
<b>AWARD</b>	<b>Social, Community, Home Care and Disability Services Industry Award 2010</b>
<b>CLASSIFICATION</b>	<b>Home Care Employee</b>
<b>LEVEL</b>	<b>Level 2</b>

### POSITION SUMMARY

The Home Support Worker provides support to various Commonwealth Home Support Program (CHSP) teams to complete tasks and support the client's individual ability to continue living independently at home and assist in meeting the client's need for home care support.

### POSITION RESPONSIBILITIES

- Assist clients to enhance their independent living skills by supporting them to access CHSP services.
- Assist Client's Carer in supporting clients to remain independently in his or her own home.
- Perform a wide range of client home cleaning/domestic assistance and yard maintenance functions to a very high standard either independently or as a team member;
- Care for the safe storage, maintenance, cleanliness and efficient use of all Ngoonbi equipment and materials;
- Perform support duties appropriate to the maintenance of the client's independence e.g. transporting clients, assisting with shopping, interactions and social stimulation including activities at Centre Based Day Care.;
- Where required, support the preparation of nutritious meals to clients in their homes or at Centre Based Day Care on accordance with policy, legislative and food handling requirements;
- Maintain close observation for any potential hazards that may contribute to the safety and wellbeing of the client. Report any changes observed in the client, the house or anything else relevant to the client's health and wellbeing by completing relevant Hazard Form;
- Undertake training when required as determined by the CHSP Coordinator to ensure CHSP National Standards are complied with and a high standard of work is maintained;
- Comply with Ngoonbi's Code of Conduct, Policies and Procedures and keep abreast of any changes to such Policies and Procedures as may occur from time to time, ensuring that you consistently contribute to the organisation's culture, productivity and reputation in a professional, courteous manner;
- Comply with any other reasonable and lawful instruction provided to you by your supervisor from time to time.

## **POSITION REQUIREMENTS**

### ***Skills & Knowledge***

- Ability to maintain client, carer and staff confidentiality at all times;
- Ability to develop and maintain respectful and productive relationships in a culturally sensitive environment;
- Sound knowledge of social and cultural issues affecting indigenous communities.

### ***Qualifications & Experience***

#### ***Mandatory***

- Certificate III Home and Community Care or equivalent experience;
- Current Open C class driver's licence and current Driver's Authorisation;
- Current First Aid and Annual CPR updates;
- Current (working with children) Blue Card;
- Current Yellow card (issued by Department of Communities, Disability Services and Seniors);
- Current national Police Check.

#### ***Desirable***

- Experience in the provision of client-centred Home Support Services delivered to aged and frail service users.

### ***Organisational relationship***

- Cooperates with other CHSP team members;
- Work closely with supervisor and social support worker regarding clients' needs;
- Works under regular supervision.

### ***Extent of Authority***

- Solutions to problems generally found in precedents, guideline, procedures and instructions;
- Discretion to manage client matters within established guidelines;
- Assistance available when problems occur;
- Steps outside of established procedures under consultation with the supervisor;
- Raises Purchase Orders requests for external services.

## **WORK HEALTH & SAFETY**

Ngoonbi employees are required to abide by the Work Health & Safety Act 2011 (QLD) and Ngoonbi's WH&S Policy and Procedures. All employees are responsible for ensuring the safety of themselves and others while at work and must:

- Actively participate in reducing risk in the workplace;
- Follow safe working procedures and perform all tasks in a safe manner;
- Report all incidents, accidents and potential hazards in the workplace as soon as possible;
- Attend and actively participate in WH&S meetings and training events where required.