

Role Description

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| POSITION: | Health Care Worker (Community) | PD No: |
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Purpose:

The Health Care Worker (Community) contributes to the health and well being of clients, providing client directed, competent personal care and/or home care.

Key Selection Criteria:

Mandatory Qualifications:

1. Certificate III in Individual Support or equivalent.
2. A proven commitment to person centred care
3. Current Drivers Licence.
4. Current Apply First Aid Certification.
5. Food Handling Certificate
6. Influenza Immunisation annually (Exemption will only be accepted with a letter from your General Practitioner).
7. Current Police Check

Desirable:

1. Beginning level ICT skills.
2. A registered and comprehensively insured motor vehicle.

Conditions of employment: Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 - 2025

Responsible to:

Main responsibilities:

- Provides personal care and home care to assist clients to maintain independence and dignity related to activities of daily living and lifestyle according to their individual care plan.
- Monitors the safety of self and clients, and initiates action to eliminate/reduce the associated identified risks.
- Ensures rights and responsibilities, of the clients are upheld, follows up concerns raised by clients or their families.
- Actively participates, and in conjunction with the Management Team, facilitates Quality processes as they relate to Aged Care Accreditation.
- Participate in quality improvement activities relevant to the department.

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Reporting requirements:

- Completion of Audits as directed.
- Completion of Progress Notes, Charting and associated documentation.
- Completion of Maintenance / Hazard Identification immediately upon the discovery of an unsafe environment or unsafe equipment.
- Completion of Incident Reporting immediately following an incident and provide appropriate follow up.
- Completion of procedure/work practice review, as requested.
- Completion of daily reporting, via the Home Care Package software and in accordance with organisational requirements.

Performance appraisal: at 6 months, then annually and as requested by the line manager

Key Results Areas (KRAs) and performance criteria**1. CONDUCT**

- 1.1 Demonstrates a high standard of personal appearance and conduct, that is: clean, neat, tidy, punctual, and respectful language and manner toward customers, visitors and to other care staff.
- 1.2 Demonstrates a flexible, and enthusiastic attitude toward undertaking a variety of tasks with a team approach
- 1.3 Information related to a client or staff member is at NO TIME discussed with anyone other than the relevant staff member providing service.
- 1.4 Ensures privacy and dignity to clients in all aspects of care and service.
- 1.5 Adhere to the INH Code of Conduct and standards of professional practice.
- 1.6 Adhere to the Aged Care Code of Conduct, as required by the Aged Care Quality and Safety Commission

2. HEALTH & SAFETY

- 2.1 Reports immediately, any equipment or situation which has the potential to cause harm.
- 2.2 Completes an Incident Form, via VHIMS Central, for an event or situation that; resulted, or could have resulted, in harm to a consumer, staff member or visitor; or a complaint, loss or damage.
- 2.3 Participates in problem solving processes to resolve health and safety issues.
- 2.4 Implements SIRS and Restrictive Practice procedures.
- 2.5 Demonstrates a thorough understanding of all types of elder abuse, the appropriate action to take and the reporting requirements according to the role.
- 2.6 Staff may be required to utilise their own, personal, motor vehicle. Staff will need to ensure their vehicle is registered and has comprehensive motor vehicle insurance. Staff will be reimbursed for the use of the vehicle in accordance with the relevant enterprise bargaining agreement.

3. QUALITY IMPROVEMENT

- 3.1 Provides safe, quality care/service as a priority in your everyday work.
- 3.2 Provides competent care/service in accordance with the organisation's documented policies and procedures, and legislative requirements relevant to the role.
- 3.3 Encourages and supports consumers to provide feedback and to make complaints, including completing an Improvement Form on their behalf according to their wishes.
- 3.4 Actively participates in team meetings and quality improvement activities to improve the quality and safety of the care and services provided.

4. KNOWLEDGE & SKILLS

- 4.1 Maintains own knowledge and skills for safe care/services by completing annual mandatory training and competency assessments related to the role; participating in and provides ongoing education sessions, and; reading communication boards, newsletters and memos.
- 4.2 Annual training objectives are completed following performance appraisal to ensure you have the right skills and knowledge to perform your role.
- 4.3 Participates in relevant professional and network groups (recommendation only).

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5. SAFE & EFFECTIVE CONSUMER-CENTRED CARE

5.1 Promotes positive personal care and home care experience via a model of wellness and reablement.

6. RISK MANAGEMENT

6.1 Utilises systems and processes that are in place for relevant regulatory compliance including but not limited to; Health and Safety legislation, National Infection Prevention and Control Guidelines, compliance to the Quality of Care Principles –the Accountability Principles for compulsory reporting of elder abuse and unexplained absences, Privacy legislation and legal documentation requirements.

7. INFECTION PREVENTION & CONTROL (IPC)

- 7.1 Follows the organisations Infection Prevention and Control, policies, procedures and Work Practices.
- 7.2 Follows the direction of management and the Infection Prevention Control Lead.
- 7.3 Participates in the annual immunisation program, on an annual basis.
- 7.4 Reports any infection control issues in accordance with organisational procedures.
- 7.5 The annual Staff Development Program includes mandatory training and competencies for hand hygiene, standards and transmission-based precautions including; outbreak management. The Home Care Coordinator must complete these competencies on an annual basis.
- 7.6 Maintains knowledge of the Outbreak Management procedures.

8. QUALITY PROGRAM

- 8.1 Participates in the organisational quality program.
- 8.2 Initiates and implements Policy, Procedure and Work Practice review.

9. NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

- 9.1 Working knowledge of, and compliance with, National Disability Insurance Scheme Act 2013 and NDIS Code of Conduct
- 9.2 Promote a supportive and positive working environment for NDIS participants

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| Physical Demand Analysis | Type of Work: A = Administrative C = Care S = Services | |
| | Frequency: Continuous (C) = 75% to 100% of the shift Frequent (F) = 25% to 75% of the shift Infrequent (I) = 0% to 25% of the shift Note: Assistive technology will be considered on an individual basis. | |

| Physical demand | Frequency for type of work | | Description |
|---------------------------|----------------------------|---|---|
| | | C | |
| Standing and Walking | F | | Standing and walking are major requirements for carrying out tasks and are required for movement within the community. The ability to fully use both legs on variable surfaces is required. |
| Sitting | | I | Sitting is required when carrying out documentation or administrative tasks. |
| Climbing | | C | Climbing is required to go up and down stairs and steps. Requires body agility and the ability to use both legs and feet and hands/arms to use hand rails. A lift is available to move from one floor to another. |
| Balancing | | C | Balancing is required to maintain body steadiness to prevent falling when walking, standing, crouching and/or lifting whilst carrying out task requirements. |
| Lifting and carrying | | C | Lifting and carrying is required in the movement of objects including movement from lower to higher and/or horizontally and/or place to place. The ability to fully use both arms and hands is required. |
| Pushing and Pulling | | C | Pushing and pulling objects including but not limited to trolleys, wheeled chairs and manual handling equipment. |
| Bending & Crouching | F | | Bending at waist level whilst carrying out tasks is required. Ability to crouch to floor level when required. |
| Kneeling | | C | Kneeling can be required whilst carrying out tasks. |
| Reaching & stretching | F | | Reaching and stretching is required in carrying out tasks, and in the movement of objects within the facility. |
| Twisting | F | | Twisting may be required in carrying out tasks. The ability to reach in all directions and to twist at the waist is required. |
| Grasping/ Finger Movement | F | | Grasping and fine finger movement is required to hold objects. The ability to do repetitive motions with hands, wrists and fingers is required. |
| Handling and Feeling | | C | Finger dexterity and hand-eye coordination, along with full hand and wrist movement is required. The ability to distinguish the features of objects by touch, particularly with the fingertips is required. |
| Talking & Communicating | | C | Talking and communicating is required to carry out tasks. An excellent understanding of the English language and the ability to communicate effectively is required. |
| Hearing | | C | Hearing and the ability to interpret what is being heard is required to carry out tasks. Ability to maintain hearing acuity, with correction, if required. |
| Vision | | C | Vision and ability to recognise objects to determine depth perception, to discriminate between colours and read documents is required to carry out tasks. Ability to maintain 20/40 vision using correction, if required. |
| Smelling | F | | Ability to distinguish odours and identify hazards is required when carrying out tasks. |
| Repetitive Motions | | I | Repetitive motions of the wrists, hands or fingers are required when carrying out tasks. |

I(Please Print) have read and understand the Position Description requirements including the Physical Demands and agree that I have the capacity to do this position. I agree to follow the requirements set out in the position description and understand that the information provided is a general outline and may not include every aspect of the position.

Signature: _____ Date: _____