

# Position Description

Position Title	Home Care Worker-CHSP
Position Number	30009523
Division	Community & Continuing Care
Department	Community Nursing and Home Care Services
Enterprise Agreement	Social, Community, Home Care and Disability Services Industry Award 2010
Classification Description	Home Care Employee
Classification Code	HC22 Level 2 pay point
Reports to	Manager Community Nursing and Home Care Services, Home Care Service Team Leader
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>

## Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

## Our Vision

Excellent Care. Every Person. Every Time.

## Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

## Community and Public Health Services

The Community and Continuing Care Division provides a broad range of high-quality, person-centred care programs and services to consumers in inpatient, outpatient, and community settings. Each service within the division is designed to ensure holistic care and improve the overall well-being of our patients and communities.

The Community Services team is dedicated to enhancing the health and wellbeing outcomes of the communities in the Loddon Mallee with six regional offices. This team includes: Aged Care Assessment undertaken on behalf of My Aged Care; Community Allied Health; Community Care; Carer Support and Community Nursing & Home Care.

The Continuing Care team delivers high-quality services across the Loddon Mallee region including: Dental Care; Chronic Disease Management; Outpatient Rehabilitation; Support for People Transitioning Home; Diabetes Management and Geriatric Management and Assessment.

The Allied Health team provides comprehensive, high-quality care across the continuum, including expert services in: audiology, dietetics, exercise physiology, occupational therapy, physiotherapy, podiatry, psychology, social work, speech pathology and allied health assistants who work with these disciplines.

The Geriatric Medicine Team includes Geriatricians, Rehabilitation physicians, Palliative care physicians, registrars and junior medical staff. The Team work across inpatients, outpatients and home settings.

In addition, the Community and Continuing Care Division holds the professional portfolio of Chief Allied Health Officer. The Chief Allied Health Officer and allied health discipline managers provide professional governance for all allied health across Bendigo Health.

## Community Nursing and Home Care Services

The Community Services Directorate comprises Aged Care Assessment Services (ACAS), Community Allied Health Services (CAHS), Community Care Services (CCS), Carer Support Services (CSS), and Community Nursing and Home Care Services (CNHCS).

CNHCS provides holistic health care to people who are frail aged, younger people with a disability, and their carers to maintain independence. The service combines a range of clinicians which support clients with their individual needs.

CNHCS incorporates:

- District Nursing Service
- Regional Continence Service
- Regional Wound Management Service
- Regional Dementia Consultancy service
- Home Care Service

CNHCS aims to improve independence, health, wellbeing and quality of life and prevent premature admission to hospital or residential care, for older people, younger people with disabilities, and their carers. CNSS nursing and support staff encourage clients to participate in their care and maintain their independence.

CNHCS operates in a diverse community in terms of age, gender, health issues, abilities, cultural and socio-economic background, language, skills, education, spirituality and sexuality.

## **Home Care Worker (HCW)**

The HCW provides a valued and key service in delivering high quality support for clients in the community. The role includes supporting our consumers to maintain their independence, enabling them to maintain their quality of life while still living in their own homes, and actively facilitate their engagement within the local community.

Support services are primarily provided in the home. Services delivered include:

- Short term support for people eligible for Commonwealth Home Support Programme (CHSP) or Home And Community Care Program for Younger People (HACC PYP)
- Domestic assistance, personal care, respite care, palliative care, social support through shopping assistance and assistance with attending appointments
- Respite care that are tailored to meet the needs, interests and leisure activities of the consumer
- Encouraging a reablement approach to tasks performed
- Ongoing support for people who receive a Home Care Package (HCP)
- Short term support for people returning home following an admission to hospital
- Support services for people receiving Community Palliative Care

The position requires that the worker maintains their own vehicle for employment purposes through:

- Annual Vehicle safety check
- Comprehensive Insurance.

## **Responsibilities and Accountabilities**

### **Key Responsibilities**

#### **General**

- Perform a range of support services for clients in their homes according to care/service plan including but not limited to domestic assistance (cleaning), meal preparation/food services, shopping with additional responsibilities for qualified staff of personal care and respite care.
- Recognise the cultural, spiritual and emotional needs of consumers and carers. Identify and enhance the consumer's right to dignity and respect
- Assist consumers to maintain and enhance their quality of life. Encourage independence and promote consumers own resourcefulness, resilience and self-esteem
- Encourage independence and promote clients self-esteem. Monitor the well-being of clients and effectively communicate all relevant information concerning the client to the Home Support office staff.

## Home Care

Home care (domestic assistance) maintains a safe, secure and hygienic home environment for the consumer and refers to general house cleaning and basic shopping.

## Personal Care

Personal Care service assists clients with activities of daily living. Tasks that may be included in a care plan are:

- Showering
- Dressing and undressing
- Hair care
- Shaving and personal grooming
- Eating and drinking
- Fitting of aids
- Making a bed
- Meal preparation/assistance.

## Respite Care (In and out of Home)

Respite care provides active and responsive care for the consumer who are frail, older people, or have a disability, while also providing carers with respite from their caring responsibilities. Tasks that may be included in a care plan are:

- Meal preparation/assistance
- Eating/drinking assistance
- Toileting
- Home care tasks
- Tailored leisure activities as identified by the consumer/carer
- Shopping, parks, movies, sport and recreation activities.

## Social Support Group

- Social Support Group (SSG) provides social, intellectual, physical, and emotional stimulation to help clients maintain living and social skills
- SSG involves activities and outings. Meals may be included. The groups can be both mixed and gender specific and can also be an opportunity for carers to have respite from their caring roles.
- Home Care Workers working in SSG are required to participate in the planning and conducting of activities developed to promote the reablement principles
- Assist clients undertaking various activities that promote and support independence and daily living skills including SSG planning, meal planning, toileting, feeding, accessing vehicles including buses, participating in games and activities and food safety

## Social Support Individual

Social Support Group (SSI) provides social, intellectual, physical, and emotional stimulation to help clients maintain living and social skills this provided on a 1:1 basis in clients homes.

## Accountability and Extent of Authority

- Ability to work within the scope of the service and according to clients care/service plan and Bendigo Health policies with the Commonwealth Support Program (CHSP)
- Ability to work under limited supervision, as rostered, to satisfactorily complete all general work requirements

- Ability to complete all documentation in an accurate and timely manner
- Accountable for delivering a customer-focused, empathetic service to assessed clients
- Responsible for attending client bookings on time or advising Team Leader of any changes in a timely manner
- Responsible for reporting to the Team Leader any concerns or issues regarding clients or tasks
- Ability to work in a team environment and work individually under routine supervision
- Responsible for assuring the quality of work performed
- Performs broad tasks involving the utilisation of a range of basic skills.

## **Judgement and Decision Making**

- Undertake home and equipment safety assessments and daily checks to ensure a safe working environment
- Notify Team Leader regarding changes outside the scheduled care plan as per the program protocols
- Is aware of own abilities and limitations, identifies learning needs and seeks guidance as necessary
- Report any unsafe situations/incidents (including near misses).

## **Organisational Responsibilities**

- Participate in team/department/organisational meetings
- Participate in staff development and training
- Participate in service development
- Other duties as determined by the Team Leader and/or Manager.

## **Physical Requirements for the Role**

- Driving to and between consumers' homes
- Operating equipment such as standing machines and sling hoists with appropriate assistance and training
- Tasks that involve reaching, squatting, pushing, pulling, bending and carrying
- A condition of employment will be a successful fit for role assessment arranged and paid for by Bendigo Health.

## **Generic Responsibilities**

**Code of Conduct** - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

**Compliance with policies and procedures** - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

**Occupational Health and Safety** - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to

participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

**Infection Control** - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

**Confidentiality** - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

**Quality Improvement** - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using existing frameworks such as Aged Care Standards and NSQHSS (National Safety and Quality Health Service Standards).

**Diversity** – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

## Key Selection Criteria

### Essential

1. Certificate III or IV in Aged Care/Individual Support or Certificate IV in Disability (pay point 2).  
Not essential for domestic assistance only
2. Understanding of the duties and commitment to older people to maintain client independence in continuing to live safely in their home
3. The ability to carry out a broad range of tasks, according to the rostered service provision and care/service plan that are socially and culturally appropriate and free from discrimination
4. Ability to maintain confidentiality
5. Good communication skills including written, verbal and listening
6. A flexible approach to delivery of a range of client services
7. Current First Aid Certificate and maintained for duration of employment (BLS ongoing is provided by the organisation)

# Mandatory Requirements

**National Police Record Check** A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

**Immunisation** As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

**Working with Children Check** Bendigo Health has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Bendigo Health. As such you must maintain a valid working with children check. In addition you will be required to assist Bendigo Health in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

**Drivers Licence** A current Victorian driver's licence is required for this position.

**Fit2Work** Successful applicants will be required to undergo and satisfactorily complete a Pre-Employment Functional Capacity Assessment

*All Bendigo Health sites, workplaces and vehicles are smoke free. This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.*