

Position Description

Position Title	Home Care Worker
Position Number	30009523
Division	Community and 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 Emp Aged L2 P2
Classification Code	HC22
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 staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • Working with Children Check • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

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

The Position

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

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.

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)

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.

- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

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.