

Position Description

Position Title	Home Care Worker
Position Number	30009523
Division	Community and Continuing Care
Department	Community Home Care Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Health Care Worker G2 – G3
Classification Code	IN38 – IN39
Reports to	Manager – Community Home Care Services
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](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Home Care Worker provides high-quality, person-centred support to clients in the community, helping them maintain independence and quality of life while living at home.

The role involves delivering domestic assistance, personal care, respite and palliative care, and social support such as shopping and attending appointments. Support is provided through programs including CHSP, HACC PYP, and Home Care Packages, as well as for clients returning home from hospital.

A key focus of the role is promoting a reablement approach and tailoring services to meet each client's individual needs and preferences.

Responsibilities and Accountabilities

Key Responsibilities

- Provide a range of support services at clients' homes per care/service plans, including domestic assistance, meal preparation, shopping, personal care, and respite care (for qualified staff).
- Respect and respond to clients' cultural, spiritual, and emotional needs, promoting dignity, independence, resilience, and self-esteem.
- Monitor client well-being and communicate relevant information to Home Support staff.
- Maintain a safe, secure, and hygienic home environment.
- Perform general cleaning, basic shopping, and other tasks to support clients' daily living.
- Assist clients with activities of daily living, such as: showering, dressing/undressing, hair care, shaving, grooming, eating and drinking, fitting of aids, making beds, meal preparation/assistance.
- Provide care for frail, older, or disabled clients while giving carers respite.
- Tasks may include: meal prep/assistance, eating/drinking, toileting, home care, leisure activities, shopping, and recreational outings.
- Provide social, intellectual, physical, and emotional stimulation to maintain clients' living and social skills.
- Participate in planning and conducting activities that promote independence and reablement principles.
- Assist clients with activities, meal planning, feeding, toileting, transport, games, and food safety.
- Provide 1:1 social, intellectual, physical, and emotional support in clients' homes to maintain living and social skills.
- Work within service scope, care plans, and policies.
- Operate under limited supervision, completing tasks and documentation accurately and on time.
- Deliver empathetic, customer-focused service.
- Attend scheduled bookings punctually and report issues to Team Leader.
- Ensure quality of work, perform broad tasks, and work both independently and in teams.
- Conduct home and equipment safety assessments and daily checks.

- Report changes outside care plans or unsafe situations/incidents.
- Recognize own abilities and limitations; seek guidance when needed.
- Participate in meetings, staff development, and service development.
- Perform other duties as assigned by Team Leader/Manager.
- Drive to and between clients' homes.
- Operate equipment (e.g., standing machines, sling hoists) safely.
- Perform tasks involving reaching, squatting, bending, pushing, pulling, and carrying.
- Pass a "fit for role" assessment arranged 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.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- 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.