

Position Specification



Position Title:	In Home & Community Support- Support Worker	Approval Date:	June 2019
Authorised By:	CEO/General Manager Clinical and Community Services	Review Date:	June 2020

SERVICE OVERVIEW

healthAbility and Healthy Bite Dental are operating divisions of Nillumbik Community Health Service Ltd. They operate quality, accredited, non-profit health services under the governance of its own Board of Directors.

Vision: Inspiring People and Communities to be Healthier and Inclusive

- Values:**
- Respect Equity, fairness, dignity and respect underpin all interactions.
 - Integrity We are honest, fair and inclusive.
 - Collaboration We work together to inspire both our colleagues and the community in which we serve.
 - Accountability We are accountable to all stakeholders by engaging in inclusive service planning and evaluation.
 - Responsiveness Everyone who interacts with us is given a timely and informed response.
 - Innovation We inspire through creating new and effective ideas, processes and methods to meet the needs of the community we serve.

All Employees must behave in accordance with our vision and values.

POSITION OVERVIEW

Job Purpose	<p>Support workers provide one-on-one assistance to consumers so they may live as independently as possible within their community.</p> <p>Support provided is always person-centred and focused on achievement of the goals agreed in either person-centred plans or the consumers NDIS Plans.</p> <p>Shifts can/will include weekday, weekends, evenings and early mornings/afternoon (split-shifts) & overnight (Sleep-overs) depending on the needs of the consumer.</p>
Duties and Responsibilities	<ol style="list-style-type: none"> 1. Directly support consumer’s wellbeing and decision-making, including support with daily household activities, preparation and assistance with meals, personal care, and social, recreational and community experiences that enhance the consumers quality of life, based on their individual goals

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	<ol style="list-style-type: none"> 2. Ensure support is culturally appropriate 3. Ensure all communication is clear and respectful 4. Understand consumer’s needs; preferences and interests and respond to consumers and their families and others in their lives respectfully 5. Considers the strengths of the individual and ensure that support is always maximising the independence of the consumer 6. Provide accurate updates & feedback with written progress notes at the end of each shift via a communication book. Contribute to the ongoing evidence; documentation & report writing as needed. This ensures that any change in the person’s needs; or any achievements are clearly communicated to those who need to know, such as the next support worker on shift. Support Workers are expected to either obtain a verbal handover at the beginning of shift and/or read any notes written by previous Support Worker in communication book 7. Participate meaningfully in the process of developing person-centred plans and the accurate recording/documentation of the progress towards achieving consumer’s goals 8. In the case of any emergency (incident, injury, near miss etc.), The Emergency Procedure (provided to you in your information pack) must be followed. All Support Worker’s must report an incident to the ‘In Home & Community Support’ (IHCS) Coordinator as soon as possible via mobile phone. All incidents must also be reported in writing via an Incident Report form. This must be filled in by the Support Worker as soon as practical after an incident occurs. This information must be passed onto the IHCS Coordinator or Manager as soon as practical (same day of incident) 9. Participate in mandatory training and continuing education, including orientation and induction sessions 10. Participate in staff and team meetings when requested 11. All employees must behave in accordance with the healthAbility Code of Conduct, Vision & Values at all times
Qualifications	Cert III in Individual Support / Cert IV Disability as a minimum
Experience	Previous experience in supporting people (aged and/or disability) in home or community setting
Skills	<ul style="list-style-type: none"> • Demonstrated understanding of person-centred practice and planning

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	<ul style="list-style-type: none"> • Understanding of the active support model • Good verbal & written communication skills • Intermediate computer skills • Advocate for consumers as required • Ensure timely and accurate collection of appropriate data to meet relevant reporting requirements and to ensure compliance with privacy legislation • Be able to take ownership of tasks and work autonomously • Identify work processes and practices that are not working to their maximum and present possible strategies for improvement to the IH&CS Coordinator • Assist in the maintenance of a safe working environment for all staff, consumers, visitors and volunteers • Use documented risk management process to eliminate or minimise OH&S risks where appropriate • Comply with OH&S instructions, Policies & Procedures • Assist in the management of complaints relating to the provision of services • Assist in the planning and implementation of continuous quality improvement activities across the Service
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Key Selection Criteria

Mandatory	<ol style="list-style-type: none"> 1. Cert III in Individual Support / Cert IV Disability as a minimum 2. Current Police Check (less than 3 months old at time of employment) 3. Current Working with Children’s Check 4. Current First Aid - Level 2 & Current CPR 5. Consent to DWES (Disability Worker Exclusion Scheme) Check 6. Current Drivers Licence and a reliable vehicle. If transporting participants, you must have Full Comprehensive Car Insurance 7. Working smart phone 8. Previous experience in supporting people (aged and/or disability) in home and/or community setting 9. Adaptable to changing consumer needs and workplace circumstances 10. Commitment to the rights and dignity of people in all circumstances
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	11. Proven ability to effectively communicate with consumers and a willingness to be open to learning alternative communication styles	
Desirable	<ol style="list-style-type: none"> 1. Food Handling Certificate I 2. Administration of medication Certificate 	
KPIs/Performance Goals	<ul style="list-style-type: none"> • Compliance with all healthAbility policies and procedures • Demonstrated participation in any training, meetings, continuous improvement and occupational health and safety • Written and verbal communication, including record keeping, to an agreed standard • Report to the IHCS Coordinator any significant changes in the needs, health or circumstances of any consumer within 1 hour of becoming aware of change • Good consumer and family feedback • Good IH&CS Coordinator feedback • Demonstrated flexibility and teamwork 	
Service/Program	In Home & Community Support (IHCS) Program	
Reports	Job reports to ...	Direct reports ...
	IHCS Coordinator	N/A
Award/EBA	Social, Community, Home Care and Disability Services Industry Award 2010	
Classification	SACS Worker Level 2 - Pay Point (dependant on experience & qualifications)	
Terms and Conditions	Status	Full time <input type="checkbox"/> Part time <input type="checkbox"/> Casual <input checked="" type="checkbox"/> Volunteer <input type="checkbox"/>
	Terms	Permanent <input type="checkbox"/> Fixed term <input type="checkbox"/> Contract <input type="checkbox"/>
	Working Days	7 days as per roster

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Requirements for all healthAbility and Healthy Bite Dental roles:

- A Police Record Check and Working with Children Check will be required in accordance with government funding requirements and legislation.
- All employees must provide 100 points of identification prior to commencement.
- All employees must be permanent residents of Australia or hold a current, valid visa.
- A current Victorian Driver's Licence
- A probationary period of 6 months applies unless otherwise stipulated.
- All employees must abide by the organisations Policies & Procedures.
- All employees may be required to work across any of the organisations sites, and in consumer's homes.
- All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct.
- healthAbility and Healthy Bite Dental have a zero tolerance to bullying and harassment type behaviour.

DECLARATION

- I acknowledge that I have read and understood the requirements of the position as detailed above.
- Do you have any pre-existing injuries or conditions that could reasonably be expected to be affected by the nature of the proposed employment?

Pre-existing injury/condition? Yes No

If yes, please provide details:

Failure to make such a disclosure, or the making of a false disclosure, will result in Sections 82(8) of The Accident Compensation Act 1985 applying. Section 82(8) of the Act provides that where a recurrence, aggravation, acceleration, exacerbation or deterioration of a pre-existing injury or disease arises out of or in the course or due to the nature of employment with a company, it will not entitle the worker to compensation.

The disclosure of information on a pre-existing injury or disease will not impact on the recruitment process in any way. healthAbility is an Equal Opportunity Employer.

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Print name (employee):

Signed (employee):

Date:
