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| **Position Title** | Home Care Worker - Home Support |
| **Position Number** | N6150 |
| **Department** | Community Services |
| **Classification** | Dependent on qualification |
| **Agreement** | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative workers) Single Interest Enterprise Agreement 2016-20 |
| **Reports to:** | Directly Janelle Smith – Indirectly Sarah Woodburn |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

Providing personal care needs to community members in their homes. This will include assisting with shopping; domestic and social support; showering, feeding and toileting; providing medication prompts and transporting clients to appointments. The role also requires contribution to care plans and accurately documenting patient care.

**Department / Unit Specific Overview**

East Grampians Health Service (EGHS) Community Services aim to meet the needs of the community by offering a vast array of services to the community in Ararat and surrounding districts. We offer outpatient, outreach and domiciliary services. Our services include Allied Health, Dental, Community Nursing, Home Care Packages, Patricia Hinchey Centre and Home Care Services. These services support other clinical areas including our acute and residential aged care consumers. Our Community Health Centre also accommodates Maternal Child and Health Services and consultation rooms for visiting medical, surgical and clinical services.

**Our Values**

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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Integrity.jpg** | **Integrity** | We value integrity, honesty and respect in all relationships |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Excellence.jpg** | **Excellence** | We value excellence as the appropriate standard for all services and practices |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Community.jpg** | **Community** | We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Working_Together.jpg** | **Working Together** | We value equally all people who make a contribution to EGHS to achieve shared goals |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Learning_Culture.jpg** | **Learning Culture** | We strive to continually lead and develop through education, training, mentoring and by teaching others. |

**Organisational Context**

East Grampians Health Service is a rural health service located in Ararat and Willaura in Western Victoria and is an integral part of a thriving community that is committed to quality services providing health and wellbeing to people of all backgrounds.

Serving a diverse community, East Grampians Health Service delivers an extensive range of acute, residential, home and community based services. We strive to continually improve our services to best meet the needs of our patients, residents and the community.

**Our Vision**

To be leaders in rural health care

**Our Strategic direction**

EGHS strategic plan 2019-22 mirrors the Victorian Government Health 2040; Advancing Health, Access and Care guidelines and is underpinned by our organisational values and behaviours - ‘improving our communities health and quality of life through strong partnerships and by responding to changing needs’. We incorporate our opportunities through Better Health, Better Access, and Better Care, which are pivotal in achieving our vision of being ‘leaders in rural health care’:

**BETTER HEALTH**

* A system geared to prevention as much as treatment
* Everyone understands their own health risks
* Illness is detected and managed early
* Healthy neighbourhoods and communities encourage healthy lifestyle

**BETTER ACCESS**

* Care is always there when people need it
* More access to care in the home and community
* People are connected to the full range of care and support they need
* There is fair access to care

**BETTER CARE**

* Target zero avoidable harm
* Healthcare that focuses on outcomes
* People are active partners in care
* Care fits together around people’s needs

**Organisational Responsibilities**

* Be aware of and work in accordance with EGHS policies and procedures, including:

[Victorian Public Sector - Code of Conduct](http://intranet.eghs.net.au/Files/Human%20Resources/Victorian%20Public%20Sector%20-%20Code%20of%20Conduct.pdf)

[Confidentiality, Security and Management of Information - SOPP 24.02](http://intranet.eghs.net.au/Files/Policies/CONFIDENTIALITY,%20SECURITY%20AND%20MANAGEMENT%20OF%20INFORMATION%20-%20SOPP%2024.02.pdf)

[Hand Hygiene - SOPP 70.18](http://intranet.eghs.net.au/Files/Policies/HAND%20HYGIENE%20-%20SOPP%2070.18.pdf)

[Occupational Health and Safety - SOPP 72.09](http://intranet.eghs.net.au/Files/Policies/OCCUPATIONAL%20HEALTH%20AND%20SAFETY%20-%20SOPP%2072.09.pdf)

[Person Centred Care - SOPP 60.20](http://intranet.eghs.net.au/Files/Policies/PERSON%20CENTRED%20CARE%20-%20SOPP%2060.20.pdf)

[Safety - SOPP 72.13](http://intranet.eghs.net.au/Files/Policies/SAFETY%20-%20SOPP%2072.13.pdf)

[Performance Development policy - SOPP 35.27](http://intranet.eghs.net.au/Files/Policies/PERFORMANCE%20DEVELOPMENT%20POLICY%20-%20SOPP%2035.27.pdf)

[Risk Management - SOPP 74.01](http://intranet.eghs.net.au/Files/Policies/RISK%20MANAGEMENT%20-%20SOPP%2074.01.pdf)

* Be respectful of the needs of patients, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
* Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates your area of work and associated accreditation.
* Undertake other duties as directed that meet relevant standards and recognised practice.
* Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check.
* All staff are expected to identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients.
* Contribute to a positive and supportive learning culture and environment for health professional students and learners at all levels.
* Participate in all mandatory education and orientation sessions as outlined by EGHS.
* East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment, which is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.

**Responsibilities and Major Activities**

* Ensure all consumers and staff are treated with respect, dignity and courtesy in an environment that is free from harassment and discrimination
* Provide care and support to consumers that is compassionate, balancing this with efficiency and effectiveness
* Recognises own limitations in practice and abilities and seeks guidance from more experienced clinicians and help as necessary
* Collaborate with multidisciplinary team to achieve desired health outcomes for consumers
* Demonstrate a commitment to organisational change
* Accept accountability for own actions and seek guidance when limited by own expertise
* Practice within policy and procedural guidelines
* Ensure that the affairs of EGHS, its consumers and staff remain strictly confidential and not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of EGHS

Working under the direction of clinical staff, duties include:

* Communicating any relevant clinical information in a timely manner
* Providing personal care needs to consumers in their homes and in the community
* Assisting with showering, feeding and toileting
* Completing and contributing to care plans and patient documentation, accurately documenting patient care

**Key Performance Indicators**

* Demonstrates practice within the Vision, Mission and Values of EGHS.
* Demonstrates understanding, application of knowledge and implementation of the organisation’s clinical governance framework to ensure the provision of high quality health care through continuous improvement.
* Demonstrates commitment to personal and professional development and participate as an active member of a team
* Demonstrates knowledge and understanding of legislation and maintenance of a safe environment for employees and clients
* Consumer and staff feedback

Key Selection Criteria

**Essential Criteria:**

* Holding a nationally accredited Certificate in Individual Support/Personal/Aged Care/Disability
* Capacity to work as a member of a team in the delivery of health services
* Self-reliant, motivated, able to work independently when required
* Demonstrated sound communication and interpersonal skills
* Demonstrated commitment to the provision of high quality and compassionate care
* Commitment to ongoing education and personal development
* Knowledge of, and ability to follow safe manual handling practices
* Demonstrated ability to document consumer care accurately and within EGHS guidelines
* Hold a current drivers licence

**Desirable:**

* Assist Clients with Medication HLTHPS006

Must comply to having or completion of:

* National Police Check (renewed every 3 years)
* Working with Children Check (renewed every 5 years)
* Annual immunisation program
* Training in the following competency areas
* Provide First Aid
* Manual handling
* Infection control
* Elder abuse

**Acknowledgement**

Employee Signature:

Employee Name: Date:

Manager Signature:

Manager Name: Date:

**Developed Date: May 2022**

**Developed by: Director Community Services**