

POSITION DESCRIPTION



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 2021 – 2025
Reports to:	Directly Janelle Smith – Indirectly Sarah Woodburn

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



Integrity

We value integrity, honesty and respect in all relationships



Excellence

We value excellence as the appropriate standard for all services and practices



Community

We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background



Working Together

We value equally all people who make a contribution to EGHS to achieve shared goals



Learning Culture

We strive to continually lead and develop through education, training, mentoring and by teaching others.

Organisational Context

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



Serving a diverse community, EGHS 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, consumers and the community.

Our Vision

East Grampians Health Service will improve the health, wellbeing and the quality of life for our community.

Our Purpose

To meet people's health needs through leadership, strong partnerships and wise use of resources.

Strategic Actions

See [Strategic Plan 2023 – 2027](#).

Organisational Responsibilities

- Be aware of and work in accordance with EGHS policies and procedures, including:
 - [Victorian Public Sector - Code of Conduct](#)
 - [Confidentiality, Security and Management of Information - SOPP 24.02](#)
 - [Hand Hygiene - SOPP 70.18](#)
 - [Occupational Health and Safety - SOPP 72.09](#)
 - [Person Centred Care - SOPP 60.20](#)
 - [Safety - SOPP 72.13](#)
 - [Performance Development policy - SOPP 35.27](#)
 - [Risk Management - SOPP 74.01](#)
 - [Child Safe – SOPP 57.24](#)
- Be respectful of the needs of patients, consumers, 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 to 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. Also provide a National Disability Insurance Scheme (NDIS) worker check or the necessary details (if required).
- 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, consumers and visitors
- 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

Must comply to having or completion of:

- National Police Check (renewed every 3 years)



- Working with Children Check (renewed every 5 years)
- NDIS Worker Screening Check (renewed every 5 years)
- Immunisation requirements (annually)

Desirable Criteria

- Assist Clients with Medication HLTHPS006

Acknowledgement

Employee Name	
Employee Signature	Date
Manager Name	
Manager Signature	Date
Developed Date (MM,YY)	
Developed By Name	Developed by Title
Date of next review (12 months)	

