

Position Description



Position Title	Home Support Worker
Agreement / Award	Y Whittlesea Enterprise Agreement 2024
Classification	HC Grade 1 – 2.2 (depending on qualifications & experience)
Employment Status	As per Employment Contract
Division / Department	Disability and Inclusion Services
Direct Reports	Nil
Reports to	Home and Community Support Coordinator (HCSC)

POSITION SUMMARY

The Home Support Worker provides a range of in-home support services which are designed to support people with a disability to stay active, remain independent and support their living arrangement.

This position is a 1 staff to 1 participant/client role, the Y will endeavour to provide a safe working environment for all parties involved. The persons support needs can vary and all supports are individualised.

Within this position, you are required to perform a range of duties within the Home Support role with shifts ranging between 2–8hours, with varying break times depending on the intensity and requirements of each shift. All allocated shifts are subject to the mutual agreement of the individual requirements of that shift, by all parties involved. Refer to the *conditions of employment* section of this position description for more information on hours of work.

DUTIES AND RESPONSIBILITIES

Deliverables of the role – General Support to a Person with Disability

- Work with people to support them to maintain or learn skills that enable them to live their independently life.
- Provide a variety of services as agreed and documented shift/ work instructions.
- Provide information and support to a person to confidently complete tasks or use alternative equipment.
- Provide support and reassurance to enable a person to undertake tasks of daily living and community life.
- Provide a range of direct support and personal care services under limited supervision as required.
- If directed work with other linked agencies to provide the best support to a person.
- Actively participate in training, supervision and team meetings and contribute to the support of peers.
- Monitor a person's wellbeing and wishes and contribute feedback to the review the person's needs.
- Understanding and working within the guidance/ requirements of the 1:1 Support Policy and Procedure of which will help strengthen and work in conjunction with our current safeguarding children and young people policy, providing effective and reliable safeguards for people with a disability.
- Moderate Care Support may be required where a person requires assistance with complex needs. These may include frequent challenging behaviours or continual active support for medical needs as stated by the NDIS.

Deliverables of the role – Home Support

- Provide low (standard) levels of assistance/ support, selfcare and domestic duties in a person's home.
- Selfcare/Personal Care Assistance: Toileting; Showering/bathing; Grooming; Dressing; Emptying commodes; Assistance with eating and drinking; Meal preparation; Bedtime assistance; Assistance with prescribed and 'over the counter' medications
- Homecare: Vacuuming; Mopping floors; Cleaning bathrooms/toilets; Washing and drying laundry; Ironing; Shopping; Paying bills (using service user funds via a controlled process); Making the bed/changing bed linen.
- May also be required to perform: Social assistance; Accompany person with disability on outings

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Deliverables of the role – Monitoring and Support:

- Develop a respectful relationship with the person receiving assistance.
- Support the person by providing reliable, consistent, and quality service.
- Be aware of the person’s wellbeing and report any concerns to the HCS Coordinator (HCSC).
- Provide feedback to the HCSC of any observed changes in the person’s circumstances including changes initiated by other agencies (e.g. use of pressure stockings).
- Consider additional assistance useful to the person and inform the HCSC.
- Maintain persons privacy, confidentiality, and professional boundaries at all times.

Deliverables of the role – Administrative Responsibilities

- Complete electronic timesheets including service user signoff for services provided.
- Ensure compliance with Y-MAC requirements.
- Complete goal progression and progress notes via electronic CRM or paper-based system as per procedure.
- Inform the HCSC when rostered visits will be impacted due to illness or other circumstances.
- Active participation in peer support activities including “buddying” with new staff as required.
- Complete administrative tasks, including, assist in the review of risk assessments, client strategies, care plans, vehicle checks, etc.
- A process of continuous quality improvement throughout the organisation.
- The maintenance of organisational standards stated in the ‘Code of Conduct’ and legislative requirements regarding privacy, confidentiality and occupational health and safety.

KEY PERFORMANCE INDICATORS

KPI	Reference	KPI	Reference
High participation satisfaction	Service user satisfaction survey. High level of service users returning.	Reliability	Consistency in roster commitment and attending shifts
YMAC Fuel gauge	Maintaining a high Y-MAC compliance rating	Communication	Effective communication with service users achieved
Compliance	Adhere to health and safety and promote a safe environment	Self-development	Attend all mandatory meeting and training

CAPABILITIES & ATTRIBUTES

- Entry level worker will utilise a range of basic skills and develop on-the-job skills and workers employed on Level 2 will utilise a range of developed skills appropriate to their training and experience.
- Clear & concise verbal and written communication skills.
- Work under general supervision/ direction with defined guidelines using acquired skills and knowledge.
- Friendly, approachable, and helpful, and recognise the vital role quality service has in effective operations.
- Be punctual in attendance at every shift, and at staff meetings and training.
- Knowledge of work practices, policies and procedures relevant to your role.
- Application of techniques relevant to clients and based on your level of training.
- Will work under general supervision/ direction except where activities have established work procedures.
- Exercise limited initiative and/or judgement within clearly established procedures and/or guidelines.
- Demonstrate confidence in dealing with customers of different ages, cultures, ability levels and with different physical, social and communication needs.
- Model the organization’s values and associated behaviours.
- Maintain a high level of discretion and confidentiality.

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KEY SELECTION CRITERIA

Qualifications (pre-employment conditions)

- Current Employee Working with Children Check and NDIS Worker Clearance Check.
- International Police check if you have lived outside Australia in the last 5 years.
- Current First Aid (HLTAID011) and CPR (HLTAID009).
- Completion of the Y's Safeguarding Online training and NDIS Worker Orientation Module.
- Access to a reliable and comprehensively insured vehicle with up-to-date service log-books.
- A smartphone with internet access.
- Desirable:
 - Australian Drivers Licence
 - Minimum Certificate III in Community Services or other relevant qualification (as approved by Y Whittlesea)
N.B: Cert IV in Community Services or equivalent as deemed by the Y will attract a higher classification;
OR
 - If less than 12 months experience and/or enrolment into an appropriate Certificate/Course may be considered for entry level Home Care Support Workers.
 - Asthma, Anaphylaxis and EpiPen/Anapen training.
 - Working with people with low to moderate support needs.
 - Working within a direct support/one-to-one role.

Knowledge and Experience

- Relevant experience in the industry.
- Have a good understanding of the NDIS Quality Safeguards and Practice guidelines and how they can be implemented in programs.

CONDITIONS OF EMPLOYMENT

- Be able to work a flexible roster, including early mornings, nights and weekends if required.
- **Hours of employment:** The actual hours of work will reflect the nature of the position and incorporate a reasonable requirement to work additional hours inside or outside the normal operational hours due to the nature of Y Whittlesea's business and your position. This means that shifts may vary across 7 days and may include day work, shiftwork and weekend work and depending on the shift day/time will attract penalties.
- May be required to comply with any mandated vaccination requirements as amended from time to time.
- Maintaining mandatory qualifications / requirements.
- Completion of induction as required (within first six weeks of employment).
- Comply with our [Safeguarding and Licensing Framework standards and our NDIS Practice Standards](#).
- Attendance and active participation at Y meetings and training when requested.
- This position is subject to a probationary period in line with your employment contract.

MUST BE READ IN CONJUNCTION WITH THE Y WHITTLESEA'S HEALTHY WORKING CODE & ORGANISATION POLICIES

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