

# POSITION DESCRIPTION

<b>Position</b>	<b>Community Home Support Services Worker</b>		
<b>Department</b>	Community Home Support Services	<b>Level of Authority:</b> (as per ORH Instrument of Delegation)	NA
<b>Reports to</b>	Directory Community Health		
<b>Responsible to</b>	Manager/Team Leader CHSS		
<b>Enterprise Agreement</b>	Health and Allied Services and Administration Officers (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement <i>And subsequent agreements as may be approved in accordance with Fair Work legislation during the course of employment</i>		
<b>Pay Scale</b>	As per employment contract		

## ORBOST REGIONAL HEALTH

Orbost Regional Health provides acute, urgent care, medical and specialist services, and an array of community health, welfare and aged care services. We aim to meet the community needs utilising a flexible funding model. Partnership arrangements enhance our ability to delivery services to an area covering one million hectares across Far East Gippsland. At Orbost Regional Health our innovative multipurpose service has the capacity to embrace a holistic approach to health and wellbeing. We provide not only the Acute and Aged Care facilities, but also many other services to maintain the physical and mental well-being of the community.

## POSITION OBJECTIVE

The primary role of this position is to assist frail aged and people with disabilities and their carers to maintain optimal independence and quality of life with dignity and safety while living in their own home.

## POSITION REQUIREMENTS

<b>Position Requirements</b>	
Satisfactory National Police Check (no older than 12 months) <i>Certificate must be provided prior to commencement</i>	Required
Satisfactory Working with Children Check <i>Evidence of application must be provided prior to commencement</i>	Required
Satisfactory NDIS Worker Screening Check <i>Evidence of application must be provided prior to commencement</i>	Not Required
Satisfactory Health Declaration (ORH will provide documentation for completion) <i>Completed document must be provided prior to commencement</i>	Required
Immunisation History (ORH will provide documentation for completion) <i>Completed document must be provided prior to commencement</i> <i>Participation in the annual influenza vaccination program is a requirement</i>	Required
Evidence of COVID-19 vaccination <i>Evidence of vaccinations must be provided prior to commencement (eg Certificate from myGov record)</i>	Required
Evidence of Professional Registration	Not required
Evidence of Professional Qualification	Required
Valid Victorian Driver's Licence	Preferred
<b>Typical Work Schedule</b>	
This position is worked as required across 7 days per week This position is worked as required on public holidays Availability to work a variety of shifts is required	

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## RESPONSIBILITIES AND ACCOUNTABILITIES

### Primary Responsibilities and Key Performance Indicators

Community Support Workers tasks may include but are not limited to:

- Assistance or supervision with bathing, showering or sponging
- Demonstrating and encouraging the use of techniques to improve the person's capacity for self-management or carer support
- Building confidence in the use of equipment or aids, such as a bath seat or handheld shower hose
- Assistance with dressing and undressing
- Assistance with shaving, hair care and grooming
- Assistance with mobility such as getting in and out of bed, sitting up, turning, standing and walking, and transfers to commode, wheelchair, chair or vehicle
- Assistance with eating, drinking, cooking, preparation and service of food, preparation of special diets and shopping
- Assistance with toileting
- Monitoring self-medication; this may involve the community support worker observing and reporting to their supervisor, for example, if they notice that medication has not been taken
- Taking the person to medical and other related appointments
- Accompanying the person to community activities in order to build confidence and access to activities that enhance social inclusion
- Building the person's confidence and capacity for community access by assisting the person to:
  - Use public or subsidised transport
  - Use volunteer support
  - Connect or reconnect with community and cultural groups
  - Increase confidence and capacity to attend events
- Perform household cleaning duties as directed by the client's individual service plan
- Where a person has unstable health or complex care needs the community support worker is required to have additional education and training specific to that person
- These skills are not transferable to other people. In these circumstances, assessment and care planning as well as non-transferable skills training and supervision is required by a registered nurse or other relevant health professional

### PROFESSIONAL DUTIES

- Maintain confidentiality & privacy
- Attend training sessions as required to ensure skills are kept current including all mandatory training
- Actively participate in annual performance review and appraisal
- Wear correct uniform during all periods of work
- Communicate to staff, clients and carers in a professional and appropriate manner
- Wear Organisation Identity Badge at all times

### ADMINISTRATIVE DUTIES

- Assist as required, in the review and development of policies and procedures for the organisation as they directly relate to delivery of CHSS Services, and this position
- Communicate with CHSS office
- Refer appropriate clients and carers to the CHSS office to access services
- Maintenance of all documentation relevant to the role
- Participation and contribution towards ongoing development of services
- Awareness of and commitment to Occupational Health & Safety

### ADDITIONAL RESPONSIBILITIES

- Working within the parameters of their job as determined by their position descriptions, employment skills, training, local-area work agreement, contract or award
- Keeping up-to-date with personal care techniques and addressing their own training needs

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<ul style="list-style-type: none"> <li>Implementing each person's care plan</li> <li>Developing and maintaining a respectful and comfortable working relationship with the person and their carer, which includes observing appropriate confidentiality and boundaries</li> <li>Actively observing and reporting each person's progress, wellbeing and any changes in their health status, circumstances or condition</li> <li>Undertake other duties as requested by the Manager/Team Leader that are within the scope and skill consistent with the position.</li> </ul>
<b>Qualifications and Experience</b>
<ul style="list-style-type: none"> <li>Certificate III in Individual Support (or equivalent)</li> </ul>
<b>Skills, Knowledge and Attributes</b>
<ul style="list-style-type: none"> <li>Supportive and non-judgemental attitude to assist clients in maintaining independence and autonomy</li> <li>Demonstrated ability to maintain confidentiality and privacy</li> <li>Ability to communicate effectively with service users, carer's, coordinators and fellow staff members.</li> <li>Ability to work without direct supervision, but within parameters of client care plans</li> <li>Willingness to undertake training programs</li> <li>Flexibility in hours available to work and the ability to change shifts at short notice</li> <li>Administrative skills in completion of client sheets and travel records</li> </ul>
<b>Strategic Imperatives</b>
<ul style="list-style-type: none"> <li>Demonstrate an awareness and understanding of ORH's strategic plan and contribute to the team's work plan to achieve organisational objectives.</li> <li>Ensure all work practices comply with current ORH policies, procedures and/or guidelines.</li> <li>Be familiar with organisation's vision and values and demonstrated alignment with the trademark behaviours in day to day practice.</li> <li>Demonstrate an awareness and compliance with the ORH Partnering with Consumers framework to foster person-centred practice.</li> <li>Adopt and maintain a progressive and evidence-based approach to service delivery.</li> </ul>
<b>Professional Development</b>
<ul style="list-style-type: none"> <li>Actively engage in the annual performance review and development appraisal with direct supervisor.</li> <li>Maintain professional competencies and registration (if applicable) and undertake relevant professional development, continuing education and training.</li> <li>Ensure completion of mandatory competencies (both organisational and profession-specific) as required upon commencement, annually and in accordance with timelines specified in relevant health service policies and procedures.</li> </ul>
<b>Work Health and Safety</b>
<ul style="list-style-type: none"> <li>Regular monitoring and review of personal work practices and the environment to ensure a healthy and safe workplace in accordance with ORH policies/procedures and legislative requirements.</li> <li>Adhere to Occupational Health and Safety, Equal Employment Opportunities, Emergency Management, Waste Management, Environmental, Sustainability and Infection Control policies, procedures and legislation.</li> <li>Proactively report OH&amp;S hazards, incidents and injuries to supervisor.</li> <li>Ensure that infection control guidelines and requirements are known and incorporated into daily work activities.</li> </ul>
<b>Quality and Risk Management</b>
<ul style="list-style-type: none"> <li>Actively participate and contribute to quality improvement activities, by identifying and making recommendations on opportunities to improve processes, workplace health and safety, and quality service delivery outcomes.</li> <li>Be aware of Orbost Regional Health's approach to quality and safety that includes: Risk management, Clinical governance, Patient centred care and Consumer rights and responsibilities, Diversity, Workplace</li> </ul>

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Health, Safety and Wellbeing, Performance reporting and Monitoring, Partnering with Consumers, Quality Improvement and Open Disclosure.

- Adhere to ORH incident and complaint investigation policies and procedures.
- Actively participate in the Orbost Regional Health quality program and accreditation processes against the relevant standards.
- Manage risk in daily work practices.
- Adhere to all organisational policies, procedures and health legislations.
- Ensure a good knowledge of polices relating to reportable conduct, child safe standards and hospital response to family violence.

### Information and Resource Management

- Understand the purpose of, and be able to use client/corporate records systems and common software applications confidentially and appropriately.
- Prepare documentation using clear, concise and grammatically correct language appropriate to the role and service requirements.
- Record and maintain accurate and timely data as directed to meet relevant funding and policy requirements.
- Work within budget requirements and use resources appropriately.
- Comply with record and information management requirements in accordance with relevant ORH policies and guidelines.
- All employees of Orbost Regional Health must sign a Confidentiality Statement. This is to ensure that employees shall not at any time, either during the period of employment, or at its completion, divulge either directly or indirectly to any person, confidential knowledge or information acquired during the course of this employment.
- All employees of Orbost Regional Health are required to recognise consumer rights and operate within the Charter of Human Rights.
- Ensure information relating to patients/clients/consumers and colleague's is kept private and confidential at all times in accordance with ORH policies and procedures.

### Communication and Teamwork

- Actively participate in team meetings, staff forums and other meetings relevant to the role, and as required.
- Work in a cooperative and collaborative manner with all team members to foster a positive and supportive work environment and person-centred provision.
- Provide guidance and support to others within your work area to contribute to a valuable and constructive learning experience.

### Immunisation

- It is a condition of appointment that all employees comply with our immunisation requirements during employment. This position is classified as Category A. Covid-19 vaccination are required for all staff and yearly flu vaccinations are required for Category A and B.

### Diversity and Inclusion

- Support an inclusive environment where all individuals are treated fairly, with respect and receive the same opportunities.
- Recognise and respect diversity and inclusivity within the workplace. Everyone has the right to high quality health care and opportunities regardless of diversity factors which include cultural, ethnic, linguistic, religious beliefs, gender, sexual orientation, age and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst all Orbost Regional Health employees. Actively participate in developing cultural competence including an awareness and understanding of the diverse range of cultures and backgrounds, including Aboriginal and Torres Strait Islander peoples, members of the LGBTQIA+ community, and those from culturally and linguistically diverse backgrounds and people with a disability.

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### KEY SELECTION CRITERIA

Orbost Regional Health is an equal opportunity employer. ORH Has adopted a common set of principles across the organisation and developed associated trademark values and behaviours. Selection will be based on assessing demonstrated alignment with the skills, qualifications, knowledge, behaviours and other personal qualities required to carry out the role effectively.

**Essential Criteria:**

- Certificate III in Individual Support (or equivalent qualification).
- A reliable car with appropriate insurances and a mobile telephone are essential.
- Administrative skills for client records, daily tasks sheets, travel records
- Supportive and non-judgemental attitude to assist clients in maintaining independence and autonomy
- Current Police Check
- Drivers Licence
- Current Working with Children Check

**Desirable Criteria:**

- Experience gained through working in the aged and/or disability fields.
- Current HLTF301A – “Applying First Aid” certificate

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## JOB DEMANDS CHECKLIST

Orbost Regional Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgement at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:	
<b>I = Infrequent</b>	Activity may be required very infrequently
<b>O = Occasional</b>	Activity required occasionally, not necessarily on all shifts
<b>F = Frequent</b>	Activity required most shifts, up to 50% of the time
<b>C = Constant</b>	Activity that exists for the majority of each shift and may involve repetitive movements for prolonged periods
<b>NA = Not Applicable</b>	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	NA
<b>Physical Demands</b>						
Sitting	Remain seated to perform tasks			x		
Standing	Remain standing to perform tasks			x		
Walking	Periods of walking required to perform tasks			x		
Bending	Forward bending from waist to perform tasks			x		
Kneeling	Remaining in a kneeling position to perform tasks		x			
Lifting / Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying		x			
	Assisting lifting (mechanical, equipment, person assist)		x			
Climbing, working at heights	Ascending and descending ladders, stools, scaffolding		x			
Pushing / Pulling	Moving objects e.g. trolleys, beds, wheelchairs, floor cleaning equipment		x			
Reaching	Arms fully extended forward or raised above shoulder		x			
Crouching	Adopting a crouching posture to perform tasks		x			
Foot Movement	Use of leg and/or foot to operate machinery		x			
Head Postures	Holding head in a position other than neutral (facing forwards)		x			
Fingers / Hand / Arm movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding		x			
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands		x			
Driving	Operating a motor powered vehicle e.g. use of hospital cars, deliveries, visiting clients, ride on mower, bus, etc			x		
<b>Psychosocial Demands</b>						
Distressed People	Highly emotional people crying, upset, unhappy, distressed. E.g. Crisis or grief situations			x		

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Aggressive / Unpredictable People	Raised voices, yelling, swearing, arguing e.g. Drug/alcohol, dementia, mental illness		x			
Exposure to distressing situations	E.g. child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
<b>Environmental Demands</b>						
Gases	Working with explosive or flammable gases requiring precautionary measures					x
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring Personal Protective Equipment (PPE)		x			
Noise	Environmental / background noise necessitates people raising their voice to be heard		x			
Biological Hazards	E.g. exposure to body fluids, bacteria, infectious diseases requiring PPE		x			
Cytotoxic Materials	Handling and/or preparation of cytotoxic materials					x
Radiation	Working with radiologic equipment					x

### AUTHORISATION

I confirm that I have read and understood this position description and believe that I am able to carry out the requirements of this role safely and effectively and that the conditions and requirements therein form part of my contract of employment.

\_\_\_\_\_  
Employee signature

\_\_\_\_\_  
Employee name (printed)

\_\_\_\_\_  
Date

**Orbost Regional Health is a smoke free workplace**

### DOCUMENT CONTROL

Orbost Regional Health reserves the right to review and amend this document at its discretion.

<b>Reviewed by Manager:</b>	<b>Date: 05/09/2024</b>	<b>Updated:</b> <input checked="" type="checkbox"/>	<b>No update required:</b> <input type="checkbox"/>
<b>Approved by Director:</b>	<b>Date: 05/09/2024</b>	<b>Name: Kylie Morgan, Manager CHSS</b>	