

Job Description			
Job Title: Home Care Support Worker			
Role Purpose	The Home Care Support Worker is responsible for providing care and support that enhances the ability of individuals to encourage consumers to actively participate in their care to maintain their independence.		
Reports to:	Manager	Direct Reports:	Nil
Business Unit:	Community Services	Award Level:	Social, Community, Home Care and Disability Services Industry Award 2010, Home Care Employee
Office Location:	UnitingSA	HR Approval Date:	September 2018
Internal Relationships:	<ul style="list-style-type: none"> Program Manager Team Leader Project officer Support Workers 	External Relationships:	<ul style="list-style-type: none"> Consumers Consumers families Allied Health professionals
Person Specification (Knowledge, Skills and Experience)			
Qualifications	<ul style="list-style-type: none"> Certificate III in Community Services, Individual Support or equivalent Current SA Drivers Licence Current First Aid Certificate Current DCSI clearance 		
Experience	<ul style="list-style-type: none"> Relevant experience in a community home care / Individual support setting Experience in comprehending and adhering to support plans Experience in working with, and understanding of people with Mental health and other disabilities 		

Skills & Knowledge		<ul style="list-style-type: none"> • Proven ability to communicate effectively with consumers, their relatives, carers or significant others • Knowledge of Community Care Common Standards (desirable) • Knowledge of practical issues surrounding Consumer Directed and Transitional Care in the community • Sensitivity to, and awareness of, the particular needs, problems and issues related to Aboriginal and Torres Strait Islander people and other culturally diverse groups (CALD GLBTIQ) • Ability to work within boundaries, respect confidentiality and adhere to privacy requirements • Ability to prioritise workloads and meet timelines • Ability to work in an isolated work place and with minimal direct supervision
Job Function Details		
Key Result Area	% of Time	Tasks
Service Provision	75%	<ul style="list-style-type: none"> • Deliver goal oriented services that enables consumers to remain safe and independent in the community • Observe consumers health and wellbeing and report/feedback as necessary • Assist consumers to remain living in their own home empowering them to make good choices to achieve this outcome • Provide direct care to allocated consumers as per the agreed support plan • Regularly review and evaluate support plans with the consumers, their carer's, significant others and the Coordinator as part of the review process • Support consumers, their carer's, and significant others in a way that encourages confidence in their choice to remain living in the community • Ensure consumers' dignity and self esteem are maintained
Reporting	10%	<ul style="list-style-type: none"> • Observe and promptly report any changes in consumers' health and well-being • Comply with documentation standards as required by the programs • Maintain accurate and up to date records and databases in accordance with the UnitingSA Records Management Policy and Procedures and relevant Information Services Policies and Procedures • Be aware of and meet all recordkeeping requirements determined under contract by the program funding body or legislation

Customer Service	10%	<ul style="list-style-type: none"> • Ensure customer complaints and feedback are dealt with in an efficient and effective manner • Work cooperatively with other staff and mentor less experienced staff • Participate in training activities, committees, meetings and other events at the direction of supervisor • Communicate in a professional manner with consumers, families and other staff at all times • Promote UnitingSA positively internally and externally
WHS	5%	<ul style="list-style-type: none"> • Maintain a safe environment within consumers' homes, within the organisation WHS guidelines • Demonstrate knowledge and understanding in the application of skills for the use of equipment and aids • Work safely at all times to protect the health, safety and welfare of self, colleagues and consumers • Support positively the return to work of employees who suffer work-related injuries • Report hazards and incidents in the workplace immediately as they occur • Protective equipment is used as directed and where applicable • Consumer safety is promoted through safe work practices and reporting of safety and security issue. • Contribute to Quality activities and support outcomes • Actively seek opportunities for improvement and contribute ideas through the Continuous Improvement process

Competency Profile

Competency	Level	Behaviours
Initiative	Self	<ul style="list-style-type: none"> • Completes tasks without constant supervision • Puts extra effort in to complete work when not required to do so • Exceeds job description and takes on additional tasks • Addresses obstacles to achieve own goals • Acts on opportunities without prompting • Minimises potential problems by applying initiative
Interpersonal Sensitivity	Self	<ul style="list-style-type: none"> • Is attentive towards others • Seeks to understand the viewpoint of others • Recognises the needs and motivations of others • Is sensitive to verbal cues in one-on-one interactions • Is sensitive to non-verbal cues in one-on-one interactions • Understands implicit and explicit emotions • Is respectful towards others • Provides a reassuring presence

Communication – Written	Self	<ul style="list-style-type: none"> • Writes correspondence using appropriate grammar • Writes correspondence using appropriate vocabulary • Writes correspondence using suitable tone • Writes correspondence in a clear and succinct manner • Tailors written communication to suit targets recipients • Behaviours are typically directed at the preparation of the following document: <ul style="list-style-type: none"> ➢ Customer/client documentation ➢ Internal memos/reports ➢ Email messages ➢ Administrative documentation • Information entries into software applications
Communication - Verbal	Self	<ul style="list-style-type: none"> • Uses appropriate grammar • Uses appropriate vocabulary • Uses a suitable tone • Speaks at a suitable pace • Speaks in a clear and succinct manner • Tailors language to suit target recipients • Provides full responses to questions • Provides accurate responses to questions
Customer and Client Orientation	Self	<ul style="list-style-type: none"> • Follows through on customer/client enquiries, requests or complaints • Keeps customer/client up-to-date regarding progress • Distributes useful information to the customer/client • Determines the needs of the customer/client through probing and listening • Provides friendly, helpful service to the customer/client • Ask clarifying questions to customer/client to ensure understanding • Offers appropriate solutions to the customer/client • Prioritises work goals that impact the customer/client directly • Diffuses customer/client problems
Adaptability and Flexibility	Self	<ul style="list-style-type: none"> • Smoothly handles multiple demands and shifting priorities • Deals with interruptions positively • Modifies approach to suit different people • Is open to different points of view • Copes with organisational change positively • Deals with a minimal degree of ambiguity in own role
Detail and Quality Orientation	Self	<ul style="list-style-type: none"> • Double-checks the accuracy of information/data • Double-check the accuracy of own work • Maintains an orderly workspace • Ensures work complies with quality standards • Displays consistency in work procedures • Takes responsibility to rectify errors concerning quality and service

I have read and understand the requirements of this position:

Signed: _____ Name (print) _____ Date: _____