

## Position Description – Domestic Care Support Worker – Unqualified

<b>Position</b>	Domestic Care Support Worker – Unqualified
<b>Classification</b>	TBA
<b>Award</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
<b>Reports to</b>	Executive Manager Community Health
<b>Direct reports</b>	Nil
<b>Key relationships</b>	Executive team, Managers of departments, community members, Acute and Residential Aged Care consumers and their supports, all team members, other Rural Health Services
<b>Hours of Work</b>	As per individual contract

### About Rural Northwest Health:

Rural Northwest Health (RNH) employs approx. 300 team members across the campuses of Warracknabeal, Beulah and Hopetoun.

Rural Northwest Health is focused on caring and supporting people to be healthy and living a full life. Our organisation is committed to delivering our strategic goals for 2020 - 2025:

- Our care – we will focus on safety, quality and accessibility in delivering healthcare across our community.
- Our team – we will focus on our culture, skilling our team and ensure we have effective and fit for purpose systems to make RNH an impactful and progressive organization.
- Our partnerships – we will focus on collaboration both within and beyond the healthcare sector to meaningfully engage with our communities.

### OUR VISION

Strong, healthy, vibrant rural communities.

### OUR MISSION

To promote wellness, enhance health, and support healthy ageing.

### WHAT DEFINES US



We are committed to excellence



We listen and collaborate



We are caring and connected



We are friendly and enjoy our work



We are lifelong learners

### Position summary:

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The Home Care Support Worker Unqualified provides a valued and key role in providing care and support that enhances the ability of and encourages consumers to actively participate in their care to maintain their independence.

This role involves travelling between customer's homes and assisting them with domestic daily living and lifestyle requirements by providing person-centred care and support.

### Key responsibilities:

- Provide Domestic Assistance in a consumers home to enable them to remain safe and independent in the community.
- Daily tasks may include laundry, bed making, cleaning bathrooms, transportation of clients to appointments and shopping, and building confidence and supporting client participation where appropriate.
- Observe consumers health and wellbeing and report/feedback as necessary to line manager
- Support consumers, their carers, and significant others in a way that encourages confidence in their choice to remain living in the community.
- Ensure consumers' dignity and self-esteem is maintained.
- Maintain a high level of confidentiality.
- Ensure service delivery is conducted in accordance with evidence-based practice, best practice standards and effective risk management.

### Service provision tasks:

<b>Domestic Assistance</b>	<p>Refers to:</p> <ul style="list-style-type: none"> <li>• Sweeping, vacuuming and washing floors</li> <li>• Washing and ironing</li> <li>• Wiping over benches, cupboards, fridges and stoves</li> <li>• Changing bed linen</li> <li>• Assistance with meal preparation</li> <li>• Hanging out/bringing in washing</li> <li>• Dusting</li> <li>• Bill paying (unaccompanied)</li> <li>• Clothes washing and ironing</li> <li>• Dishwashing</li> <li>• Shopping (unaccompanied)</li> <li>• Washing of household linen or provision and laundering of linen, usually by a separate laundry facility</li> <li>• Dusting</li> </ul> <p>Domestic Assistance services may also include demonstrating and encouraging the use of techniques or specific aids and equipment to improve the person's capacity for self-management, build confidence and support client participation where appropriate</p>
<b>Meal Preparation</b>	<ul style="list-style-type: none"> <li>• Planning menus</li> <li>• Preparing meals, cooking and serving</li> <li>• Monitoring and stocking pantries</li> <li>• Grocery shopping</li> <li>• Supervising eating and drinking</li> </ul>

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	<ul style="list-style-type: none"> <li>Cleaning food preparation and eating areas</li> </ul>
<b>Social Support Individual/Community Access</b>	<p>Assistance provided to an individual, either within the home environment or while accessing community services.</p> <p>Social support is usually provided one-on-one but may also be provided to more than one person, for example, where social support is provided to an aged couple.</p>
<b>Transport</b>	<p>Provide transport support to enable service users to access community and social activities and/or medical and specialist appointments.</p>

### Key position accountabilities: (General for all positions)

#### Leadership and Governance:

- Plan, develop, deliver and evaluate health promoting systems practice through the Rural Northwest Health Integrated Health Promotion plan, identified needs and evidence-based research.
- To actively initiate and facilitate the development of strong and effective collaboration and partnership with organisations and community members to empower health promoting communities.
- Deliver strategic and targeted health promotion activities across the RNH campuses.
- Ensure compliance with all legislative requirements associated with the role
- Model, promote and adhere to Rural Northwest Health policies and procedures
- Promote an inclusive culture that enables team members to perform at their best and contribute to the success of Rural Northwest Health as a leading health provider.
- Ensure all communication within the organisation is transparent and fosters open dialogue that enables all stakeholders the opportunity to contribute, be heard and receive feedback.
- Lead and/or contribute to relevant committees.
- Enable others to take on leadership responsibilities and builds leadership capabilities across the organisation.

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#### Quality, Health and Safety:

- Ensure relevant organisational policies and procedures are developed, maintained and implemented.
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#### Personal and professional development:

- Keeps up to date with mandatory education requirements for the role.
  - Maintains practice within framework established by legislation, national and state policy.
  - Recognises areas of strength and areas for development.
  - Participate in essential or mandatory training annually.
  - Shares knowledge willingly.
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#### Information management:

- Communicates accurate and relevant information to appropriate people and in line with the organisational policy.
  - Is able to access, send and receive email and locate key policies, procedures and resources via the intranet.
  - Uses social media responsibly and respectfully at all times.
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- Complies with legislative requirements related to documentation and information pertaining to consumers, team members and the operations for all Rural Northwest Health facilities.
  - Utilise information technology as appropriate in the performance of the role.
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### Key selection criteria:

#### ESSENTIAL:

- Relevant experience in Home Care, Cleaning
  - Ability to read, comprehend and adhere to support requirements
  - Proven ability to communicate effectively with consumers, their relatives, carers or significant others
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### Other requirements:

Must provide current evidence of immunisation history and/or serology results, current police check, current working with children check, COVID19 vaccination evidence, and NDIS worker screening check

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### Employee declaration:

I declare that I understand the position description and the requirements of this position. I declare that I have the capabilities to fulfil the key responsibility areas of this position.

I understand that the information provided in this document is a general outline and does not encompass all aspects of the position.

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

Employee name (please print) \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_