

Position Description – HOME SUPPORT WORKER

Position	Home Support Worker
Classification	TBA dependent on qualifications and experience
Award	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2025-2027
Reports to	Home Support Coordinator
Direct reports	NIL
Key relationships	Executive team, Managers of departments, community members, all team members, other Rural Health Services
Hours of Work	As per individual contract

About Rural Northwest Health

Rural Northwest Health 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 organisation.
- 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

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Position summary

A Home Support Worker provides practical assistance and person-centred support to clients living at home. The role focuses on promoting independence, safety, wellbeing, and social connection, enabling clients to remain living in their own homes for as long as possible.

This role involves travelling between clients' homes to deliver a range of entry-level services such as domestic assistance, personal care, meal support, community access, and respite, while maintaining dignity, respect, and choice for each client.

Key responsibilities

- Provide services in a client's home to enable them to remain safe and independent in the community.
- Promote and encourage wellness and reablement by doing with the client, instead of doing for them.
- Observe consumers health and wellbeing and report/feedback as necessary to coordinator
- Support consumers, their supporters, 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.
- Conduct basic home safety assessments, identify risks, and escalate hazards requiring specialist or licensed trades.
- Maintain accurate service delivery records, including completion of tasks and client feedback.
- Respect clients' dignity, rights, preferences, and cultural diversity while providing services.
- Work collaboratively with coordinators, allied health professionals, and other service providers where required.
- Adhere to organisational policies, Work Health and Safety (WHS) requirements, and regulatory obligations.

Service provision tasks:

Personal Care (Qualified only)	The provision of support for a client to engage in activities of daily living that help them maintain appropriate standards of hygiene and grooming, including: • Assistance with self-care and activities of daily living • Assistance with the self-administration of medication • Continence management (non-clinical)
Domestic Assistance	The provision of assistance with domestic services to ensure a client remains safe at home including: • General house cleaning • Laundry services • Shopping assistance

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	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
In-Home Respite (Qualified only)	The provision of respite as a form of temporary relief to support and maintain care relationships between clients and their carers.
Individual Social Support	The delivery of services that support a client's need for social connection and participation in community life including diverse cultural activities.
Meal	The provision of meals to clients to ensure proper nutrition is maintained by: • Delivering meals to clients' home through meals on wheels • Meal preparation

Key position accountabilities

Leadership, communication and stewardship

- Influences other team members to bring their best by providing encouragement and being thankful.
- Speaks with others respectfully and in a way they can understand.
- Recognises when a person has communication needs beyond own skills and finds help.
- Acts in a way that values diversity.
- Takes care when using physical resources and environment.

Quality and improvement

- Takes pride in a personal presentation.
- Works consistently in line with policies, practice standards and work plans
- Maintains quality of own work
- Asks for help and guidance when tasks are outside experience and competence.
- Supports others to achieve team goals.
- Makes changes in own work practice and offers suggestions to improve services and care.
- Understands and acts according to role to achieve the Aged Care Quality Standards and National Standards.

Health and safety

- Consistently acts in a manner that protects own health and safety, as well as that of residents, patients, consumers, colleagues, visitors, and contractors in the workplace.
- Adheres to safe work procedures and clinical guidelines relevant to role, including infection control, manual handling, medication safety, and use of personal protective equipment.
- Promptly reports hazards, near misses, and incidents in line with RNH reporting procedures, contributing to early intervention and continuous improvement.
- Understands and follows emergency codes and procedures relevant to role and assists as directed in

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accordance with training.

- Actively participates in health and safety training, audits, and initiatives, and contributes suggestions to improve workplace safety.
 - Identifies and escalates fatigue, stress, or psychosocial hazards and seeks support through available RNH wellbeing resources.
 - Demonstrates courtesy, respect, and professionalism in all interactions, supporting both psychological and physical safety.
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Personal and professional development

- Maintains practice within frameworks established by legislation, national and state policy.
 - Keeps up to date with mandatory education requirements for the role.
 - Discusses with manager about abilities and capabilities needed for role.
 - Recognises areas of strength and areas for development.
 - Takes part in personal development plans with manager and/or team leader.
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Information management

- Communicates accurate and relevant information to appropriate people and in line with role and organisational policy.
 - Uses social media responsibly and respectfully at all times.
 - Comply with legislative requirements related to documentation and information pertaining to residents, team members and the operations of all Rural Northwest Health facilities.
 - Utilises information technology as appropriate in the performance of the role.
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Key selection criteria

- Relevant experience in home care, aged care or disability
 - Ability to read, comprehend and adhere to care plans
 - Proven ability to communicate effectively with clients, their relatives, carers or significant others
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Certificates, licenses and registrations

- Certificate III in Individual Support, Aged Care, Disability or equivalent (or willing to obtain)
 - Current First Aid Certificate (or willing to obtain)
 - Current satisfactory employee police check (dated within 12 months of commencement date).
 - Current employee working with Children's check.
 - Current Victorian driver's license.
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Other requirements:

The role must provide current evidence of immunisation history and/or serology results.

Employee declaration:

I declare that I understand the position description and the requirements of this position. I declare that I



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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 ____/____/____