

Position Description

This document is effective from: 16/4/19

Staff Name :

Position Title:	Home Support Worker
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Definition of Support Worker

The position of Support Worker may involve a variety of duties depending on which service/s the client requires.

These may include, but are not limited to:

- Domestic Support:
- Personal Care
- Social Support - Individual
- Respite Care
- Transport

Program(s):	Home Support Services
Home Support Worker is Responsible to:	Coordinator Home Support or Senior Manager Community Home Care Packages Manager

Selection Criteria:

The required skills and knowledge for this position are:

- Genuine interest in working with ageing clients from Culturally and Linguistically Diverse (CaLD) backgrounds and LGBTI backgrounds.
- Ability to work as a member of a team as well as independently.
- Understand Umbrella's purpose and mission.
- Ability to work with clients in a group setting or individually.
- Prepared to learn about the Aged Care Quality Standards and Umbrella's policies and procedures.
- Good written, oral and communication skills.

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- Being fluent in another language other than English is desirable.
- A current and valid national police clearance (obtained in the past 3 months).
- A current and valid first aid certificate within the last 3 years.
- A medical clearance valid for 2 years

Scope:

The efficient and safe delivery of home and community-based services to Umbrella clients at various locations throughout the metropolitan area (including client’s home).
To provide an environment that is safe, supportive, welcoming and meaningful to clients.

The key duties, expected outputs and outcomes for this position **may include:**

DOMESTIC ASSISTANCE

Duties	Frequency
<ul style="list-style-type: none"> • Cleaning – general household duties including change of bed linen and removal of domestic rubbish. • Laundry - clothing, bed linen and other items. • Cooking - assist in food and meal preparation and with feeding (if required). • Shopping – unaccompanied • Payment of clients bills - unaccompanied 	As per care plan or as required.

PERSONAL CARE (Activities of Daily Living)

Duties	Frequency
<ul style="list-style-type: none"> • Showering/ Bathing • Dressing (including shoes) • Toileting • Other personal hygiene requirements 	As per care plan or as required.

SOCIAL SUPPORT – INDIVIDUAL

Duties	Frequency
<ul style="list-style-type: none"> • Assist with access community activities and events. • Assist client to go shopping (accompanied). • Assist client to pay bills, accounts and banking (accompanied). • Assist client to remain active in the local community. • Attend outings and activities with client. • Assist client to attend appointments/ medical visits. • Spend time with client to reduce social isolation. 	As per care plan or as required.

RESPIRE

Respite involves providing services to the client whilst the usual carer or family member takes a break. Although the client is receiving the direct support, it is also the carer who benefits from this kind of service. This type of support can include many tasks. The usual client's carer will indicate which duties are required but it can include:

Duties	Frequency
<ul style="list-style-type: none"> • Duties as described under Domestic Assistance. • Duties as described under Social Support – Individual. • Duties as described under Transport. • Provide company for the client. 	As per care plan or as required.

TRANSPORT - INDIVIDUAL CLIENT

Duties	Frequency
<ul style="list-style-type: none"> • Assist client to access community transport options. • Assist the client to travel to appointments or venues but not attend the appointment with them. 	As per care plan or as required.