

## Position Description – Home Care Worker

<b>Position Title:</b>	<b>Home Care Worker</b>
<b>Work Location:</b>	Various Locations
<b>Employment Conditions:</b>	Permanent/ Casual/ Short Term
<b>Award Classification:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 <i>Headway Gippsland proudly pay above Award conditions</i>
<b>Tenure:</b>	Short Term Contract Length / Delete
<b>Position Reports To:</b>	Client Services Engagement Coordinator

### About Headway Gippsland

Headway Gippsland Inc. is a not-for-profit organisation operating in Gippsland, Victoria and has been providing services to those with acquired brain injuries since 1981.

The provision of disability services is undergoing major reform and to ensure that Headway Gippsland Inc. can continue to be a leading provider, we now provide services to persons with disabilities of all ages. With offices based in Morwell, Drouin and Newborough, we have staff operating across the region. Headway is registered with the Australian Charities and Not-for-profits Commission.

### Our Workplace

Our mission is to provide exceptional services to individuals with an acquired brain injury (ABI) and other disabilities and their careers, in order to participate in all aspects of community life. Ours is a vision of a society that is inclusive of all.

Our people are our priority and our proudest strength as an organisation – with low turnover, and above award conditions, we hold ourselves accountable for attracting, retaining and recognising great people to ensure a high standard of service for our participants.

In 2021, we launch our performance development program, enabling us to build our training and career pathways, as well as our individual development goals. This is an exciting progression for our business and testament to our commitment to our staff, our participants and our overarching services to the community.

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### About the role: Home Care Worker

The Home Care Worker is responsible for the provision of personal/ family centred care and support and helps Participants to remain living in their own homes for as long as they wish by providing in-home assistance.

The purpose of this role is to provide a superior and efficient service to meet the individual needs of participants in all aspects of service delivery. Home Care Workers will provide a positive and supportive environment for participants to reach their full potential and attain their goals

### Home Care officer tasks can include:

#### Domestic assistance

- Vacuuming, mopping and dusting all surfaces
- Washing surfaces in the kitchen and bathrooms
- Washing up and packing / unpacking dishwasher
- Cleaning of bathroom
- Laundry and ironing

#### General Administration including;

- Collate accurate, thorough participant file notes, clear records (such as incident reports) and details as they relate to our participants, processes and activities including completion of log books on site or online
- Demonstrate awareness and understanding of administrative standards as well as applicable policies and procedures including references to the NDIS, confidentiality and participants rights

#### Policies, Procedures and Systems;

- Adhere to, and comply with Headway Gippsland organisational policies, processes and procedures, using appropriate systems where required – including Child Safety, and CALD and cultural safety, abuse and reporting obligations and associated responsibilities under the Disability Services Framework.
- Model the organisation's values, play a role in raising the profile of these values and associated behaviours, including a positive contribution to workplace harmony and displaying cooperative team behaviour.
- Proactively communicate, identify, report, assess OHS related risks and hazards within our service.

#### Continuous Improvement including;

- Demonstrate commitment to the objectives of the team, centre and organisation and show considerable drive and effort in achieving work and organisational goals,
- Commitment to attendance and participation in Headway Gippsland training opportunities and team development
- Skills training in areas of education, health, communication, mobility, personal development, leisure activities, employment and daily living skills
- Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team, centre and organisational goals.

#### Other:

- Perform additional duties from time to time, as required by management or as stipulated in individual performance development plan

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### REPORTING

<b>Line Manager:</b>	Client Services Engagement Coordinator
<b>Manages:</b>	N/A
<b>Key Stakeholders:</b>	External parties and the general public, Volunteers, Participants, Family Members, Administration, Management and other staff. Role will also interface with centre suppliers, external referred agencies or supports as appropriate.
<b>Note:</b>	Reporting arrangements may change from time to time depending on business requirements.

### KEY PERFORMANCE INDICATORS (KPI'S)

- Provision of high standard, NDIS/NDIA compliant services including personal care and disability support to Headway Gippsland participants and stakeholders
- Excellent management of time and resources, including the thorough and accurate keeping of records relating to log books and services provided, timesheets, expenses and incidents
- Maintain a high level of discretion and confidentiality, professionalism and service standards (internally and externally)
- Ability to work autonomously within a small team, to appreciate differences and to build collaborative relationships which support participant services.
- Demonstration of organisational and time management skills and the ability to prioritise tasks and timeframes
- Demonstrated ability to communicate with relevant staff regarding issues to effectively problem solve and make operationally effective decisions for the benefit of our participants, while preserving participants rights and autonomy
- Compliance with Headway Gippsland policies and procedures relating to your employment, including occupational health and safety expectations as a condition of your engagement
- Satisfactory compliance with NDIS Safety Screening
- Working with children's check
- Own transportation is a condition of this appointment, as well as a full driver's license (non probationary)

### KEY SELECTION CRITERIA (KSC) – Please address within your application for this opportunity

1. Existing knowledge of acquired brain injury/disability or previous experience in disability or health industry, or personal care related services highly desirable
2. Excellent customer relations skills, with the ability to preserve the autonomy, rights and dignity of our participants in a timely, safe and professional manner
3. High standard and effective verbal and written communication skills, with the proven ability to complete administration associated with NDIS care provision to our participants and the transparent keeping of records
4. Demonstrate skill in dealing with participants with complex needs and behaviours in a supportive, empathetic and effective manner

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### Compliance requirements for Employment Eligibility

Your employment is conditional on the provision of the following mandatory compliance items:

1. A “Clear” NDIS Workers Screen Check
2. A current Employee Working with Children Check
3. Australian Drivers License
4. Comprehensive Car Insurance

The above checks must be obtained and maintained at your own expense for the duration of your employment with Headway Gippsland Inc

- Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa
- Applicants will be subject to a probation period of six months
- Applicants must provide two professional reference checks

### Approved

Name	Debbie Lee
Position	Operations Manager
Signature	<div>X</div> <hr/>
Date	

### Incumbent Statement

I have read and understood the above position description and agree to all conditions contained herein

Name	
Signature	
Date	