



# Support Worker Home Care - Position Description

CALVARY HOME CARE

Version:1.1

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| <b>Position Title:</b>      | Support Worker                                                                                                                                                                             |                      |            |
| <b>Position Number:</b>     | TBC                                                                                                                                                                                        | <b>Cost Centre:</b>  | Various    |
| <b>Site/Facility:</b>       | Calvary Home Care – Various Service Centres                                                                                                                                                |                      |            |
| <b>Department:</b>          | Operations                                                                                                                                                                                 |                      |            |
| <b>Enterprise Agreement</b> | Calvary Home Care Services Limited Support Worker and Administrative and Operational Employees (South Australia and Northern Territory - excluding Tiwi Islands) Enterprise Agreement 2022 |                      |            |
| <b>Classification:</b>      | Enterprise Agreement                                                                                                                                                                       |                      |            |
| <b>Reports To:</b>          | Support Worker Advisors                                                                                                                                                                    |                      |            |
| <b>Date of Preparation:</b> | July 2017                                                                                                                                                                                  | <b>Date Updated:</b> | April 2023 |

## Primary Purpose

Support Workers play a vital role in the Calvary Client Experience by providing quality, responsive and compassionate care that supports a trusting and long term relationship with our clients and delivers our Mission through “being for others”.

Support Workers meet the changing needs of clients supporting them in their homes and whilst out in the community through the provision of flexible services including personal and respite care, social support, domestic assistance, overnight care and 24 hour support.

## Organisational Environment

Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation. Our mission is to provide quality, compassionate health care to the most vulnerable, including those reaching the end of their life. With over 18,000 staff and volunteers, we have a national network of 14 Public and Private Hospitals, 72 Residential Care and Retirement Communities and 19 Community Care service centers.

Calvary continues the mission of the Sisters of the Little Company of Mary, a mission focused on caring for those who are sick, dying and in need. We express our values of hospitality, healing, stewardship and respect through “being for others” exemplified by the Spirit of Calvary and the example of Venerable Mary Potter.

As an equal opportunity employer, we value diversity and are committed to fostering a workplace that is respectful, welcoming and inclusive where people are supported to draw strengths from their identity, culture and community. We value the integral dignity of each person, regardless of their religion, race, gender, cultural background or choices.

As the Home Care arm of Calvary, Calvary Home Care provides services to support people to live independently at home and actively participate in community life. Our services include the Commonwealth Home Support Program (CHSP) Packages, Veterans' Home Care (DVA), DVA Community Nursing Program, Respite Care and Community Housing. We provide services 24 hours a day seven days a week, in ACT, NSW, NT, SA, TAS and VIC.

**People and Culture:**

- Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
- Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary’s values of healing, hospitality, stewardship and respect.
- Promote the Spirit of Calvary by providing clients with the best choice of service that delivers our Mission through “being for others”.

**Service Development & Performance:**

- Demonstrate the principles of the Calvary Code of Conduct.
- Support clients in activities of daily living including personal care, respite care, social support, domestic assistance, overnight and 24 hour support in accordance with the care plan.
- Promote client choice, positive routines and activities ensuring they are meaningful to the client as per Calvary Community Care’s Service Delivery Model.
- Support clients to achieve their goals and make choices in partnership with other support networks.
- Report changes in client’s health, care plans or if additional services are needed.
- Review and regularly monitor communication received by email, newsletter, Support Worker Connect and other communication methods to ensure current knowledge of policies, procedures and activities across Calvary.

**Wise Stewardship**

- Ensure all documentation including notes, client communication books, schedules and leave applications are accurate and up to date.
- Contribute to continuous improvement and employee development activities within Calvary.
- Participate in regular team meetings and one on one meetings including performance reviews and coaching.
- Submit timely and accurate records of work performed as per Calvary policies and procedures.
- Protect the rights and confidentiality of clients by ensuring the care provided maintains client dignity and privacy.

**Community Engagement:**

- Ensure community visits are meaningful, achieve client goals and promote independence.
- Assist in the social development of clients through access to community activities, venues and services.

**WH&S Responsibilities:**

- Take reasonable care of your own health and safety and the health and safety of others in the workplace.
- Comply with relevant Calvary WHS policies, procedures, work instructions and requests.
- Report to your supervisor any incident or unsafe conditions which come to your attention.
- Observe any additional requirements as outlined in Calvary’s WHS Responsibilities, Authority and Accountability Table (published on Calvary Connect and Support Worker Connect).
- Making proper use of all safeguards, safety devices, personal protective equipment and other appliances for safety purposes.

**Key Relationships**

|           |                                                                                                                                                                                                                                                                                              |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Internal: | <ul style="list-style-type: none"> <li>• Support Workers</li> <li>• Support Worker Advisors</li> <li>• Service/Community Engagement Coordinators</li> <li>• Client Services Officer</li> <li>• Care Coordinator</li> <li>• Case Manager</li> <li>• Nurses</li> <li>• Area Manager</li> </ul> |
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| External: | <ul style="list-style-type: none"> <li>• Clients</li> <li>• Families, Carers, Representatives</li> <li>• External contactors</li> <li>• Service Providers</li> </ul> |
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## Position Impact

|                 |                                                         |
|-----------------|---------------------------------------------------------|
| Direct Reports: | <ul style="list-style-type: none"> <li>• n/a</li> </ul> |
|-----------------|---------------------------------------------------------|

|         |                                                         |
|---------|---------------------------------------------------------|
| Budget: | <ul style="list-style-type: none"> <li>• n/a</li> </ul> |
|---------|---------------------------------------------------------|

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| Competencies: | <ul style="list-style-type: none"> <li>• <i>Influencing Ability</i></li> <li>• <i>Conflict Resolution</i></li> <li>• <i>Customer Focus</i></li> <li>• <i>Team Work</i></li> <li>• <i>Interpersonal Savvy</i></li> <li>• <i>Judgement &amp; Problem Solving</i></li> <li>• <i>Time Management</i></li> <li>• <i>Technical Learning</i></li> <li>• <i>Results Orientation</i></li> <li>• <i>Initiative</i></li> <li>• <i>Self-Development</i></li> <li>• <i>Flexible &amp; Adaptable</i></li> <li>• <i>Listening &amp; Communication</i></li> </ul> |
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## Selection Criteria

### Qualifications & Requirements

- Completed Certificate III in Individualised Support, Home & Community Services, Aged Care or equivalent
- Current Level 2 First Aid Certificate & CPR
- Current full drivers licence
- Reliable motor vehicle (including valid registration & full comprehensive third party insurance)
- Smart mobile phone or device for receiving phone calls
- Access to the internet and experience using a computer, systems and applications
- NDIS Clearance (or willingness to obtain one)
- Police Clearance within the last 6 months (or willingness to obtain one)

### Skills & Experience

- Experience in a support role for others including aged care and/or vulnerable people
- Experience in assisting people to make choices enabling them to reach their full health and wellbeing potential
- Ability to communicate sensitively with others
- Understanding of the needs of people from a diverse range of backgrounds
- Ability to complete administrative tasks
- Understanding of safe work practices, proven experience in the use of appropriate manual handling techniques is desirable

### Personal Attributes

- Commitment to Calvary's philosophy of providing responsive, flexible and client focused services
- Ability to work independently and as a member of a team but to seek advice and approval when required
- Ability to respect and respond to individual clients needs and preferences
- Proven empathy to the individual needs of other

## Approvals

|                |  |            |  |  |  |
|----------------|--|------------|--|--|--|
| Employee Name: |  | Signature: |  |  |  |
| Manager Name:  |  | Signature: |  |  |  |

## Appendix - Support Worker Goals

| Key Result Area                              | Goals                                                                                                                                                                | Expected Outcomes                                                                                                                                                                                                                                                                                                                                                 | Measures of Success                                                                                                                                                                                                                                                                                                   |
|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>People &amp; Culture</b>                  | Promote the Spirit of Calvary by providing clients with the best choice of service that delivers our Mission through “being for others” and demonstrates our values. | <ul style="list-style-type: none"> <li>• Our values are displayed to clients, family networks and community members.</li> <li>• Clients and employees are welcomed and valued.</li> <li>• Sensitivity and empathy is shown to client circumstances.</li> </ul>                                                                                                    | <ul style="list-style-type: none"> <li>• Feedback is received from clients</li> <li>• Consistently shows respect and values each person’s dignity.</li> <li>• Communicates openly and honestly and works well within a team environment.</li> </ul>                                                                   |
| <b>Service Development &amp; Performance</b> | Provide customer service based on the Calvary Customer Experience.                                                                                                   | <ul style="list-style-type: none"> <li>• Clients will experience quality, responsive and compassionate care that supports a long term relationship with Calvary.</li> <li>• Standard of care and lifestyle needs of clients are met during their service.</li> <li>• Service delivery standards are maintained as per Calvary policies and procedures.</li> </ul> | <ul style="list-style-type: none"> <li>• The care, lifestyle choices and needs of clients are met through the services provided.</li> <li>• Feedback is received from clients through a variety of sources</li> <li>• Coordinator/Team Leaders are provided feedback regarding client changes or issues.</li> </ul>   |
| <b>Service Development &amp; Performance</b> | Deliver personalised care to clients whilst promoting choice.                                                                                                        | <ul style="list-style-type: none"> <li>• Clients will receive personalised, professional and friendly services.</li> <li>• Changes to the health and welfare of clients is acted on in an immediate/timely manner.</li> <li>• Dignity and respect of clients is maintained through customer choice.</li> </ul>                                                    | <ul style="list-style-type: none"> <li>• Changes/issues related to client care is reported effectively in an immediate/timely way.</li> <li>• Opportunities for Improvement are reported and acted on in an immediate/timely way.</li> <li>• Feedback is received from clients</li> </ul>                             |
| <b>Service Development &amp; Performance</b> | Documentation including notes, client communication books, schedules and leave applications are accurate and up to date.                                             | <ul style="list-style-type: none"> <li>• All documentation and notes are recorded accurately and as per confidentiality requirements.</li> <li>• Service Centre is notified promptly of changes to schedule and rosters.</li> <li>• Employee declarations and leave applications are accurate/completed by the due date.</li> </ul>                               | <ul style="list-style-type: none"> <li>• Arrival and departure times match the scheduled service.</li> <li>• Service Centre is promptly notified of delays/changes.</li> <li>• Schedules are submitted accurately by the due date.</li> <li>• Policies and procedures are demonstrated through compliance.</li> </ul> |

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| <b>Wise Stewardship</b>               | Participate in learning and development opportunities.                                                            | <ul style="list-style-type: none"> <li>• Active participation in learning and development programs.</li> <li>• Ownership and responsibility for own learning needs and outcomes is taken, seeking help when needed.</li> <li>• Personal compliance requirements and certificates (e.g. police checks, mandatory learning) are renewed as necessary to maintain currency of skill or certificate.</li> </ul> | <ul style="list-style-type: none"> <li>• All required compliance and certificates are up to date and maintained including Manual Handling, First Aid, and Police Checks etc.</li> <li>• Active participation in relevant and assigned training programs as per operational reports.</li> <li>• Active participation in team meetings, planned training, coaching and reviews.</li> </ul> |
| <b>Wise Stewardship</b>               | Identify opportunities for Improvement to the Support Worker position.                                            | <ul style="list-style-type: none"> <li>• Feedback including suggestions for continuous improvement activities is provided.</li> <li>• Clients understand and know how to submit feedback.</li> </ul>                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>• Feedback is received from clients</li> <li>• Opportunities for Improvement are reported and acted on in a timely manner.</li> <li>• Relationships are built with other Support Workers and the broader team.</li> </ul>                                                                                                                         |
| <b>Community Engagement</b>           | Community visits are meaningful, achieve client goals and promote choice.                                         | <ul style="list-style-type: none"> <li>• Clients and family networks are encouraged to be involved with care needs.</li> <li>• Service Centre is contacted for additional services, support and resources as required.</li> </ul>                                                                                                                                                                           | <ul style="list-style-type: none"> <li>• The Calvary brand is promoted through respectful and professional behaviours in both the clients home and the community.</li> <li>• Feedback is received from clients</li> </ul>                                                                                                                                                                |
| <b>Work Health &amp; Safety (WHS)</b> | Maintain a safe environment for clients, visitors and employees by following Calvary WHS Policies and Procedures. | <ul style="list-style-type: none"> <li>• All WHS incidents, hazards and near misses are reported as per Calvary policies and procedures.</li> <li>• Training and meetings regarding safety are attended as scheduled.</li> <li>• Duties are performed in accordance with Calvary safety policies and procedures.</li> </ul>                                                                                 | <ul style="list-style-type: none"> <li>• Reports incidents, hazards, near misses and injuries immediately.</li> <li>• Participates in WHS feedback and safety ideas.</li> <li>• Attends all relevant safety-related meetings/training</li> <li>• Correct use of Personal Protective Equipment, minimal preventable incidents and appropriate reporting.</li> </ul>                       |