

TITLE OF POSITION:	HOME SUPPORT WORKER
DIVISION:	Community Services
REPORTS TO:	Manager Community Services

OVERVIEW OF ROLE

In accordance with Resthaven philosophy and policies, assist older people living independently in the community with activities relating to personal wellbeing, household management, and lifestyle.

All work is to be performed within the philosophy of Resthaven Inc., and the guidelines and standards set by the funding body. This position works under the direction and supervision of the coordinator. A current driver's licence and use of an appropriate reliable and insured vehicle is essential. Reimbursement for work related travel applies.

ABOUT RESTHAVEN

Resthaven was established in 1935 and is one of a select few providers to offer the full range of aged care services. Proudly South Australian, Resthaven is a financially independent, not-for-profit charity associated with the Uniting Church in Australia. Find meaningful connections and work with purpose as you are supported to develop in your role.

CORE RESPONSIBILITIES

Undertake duties in accordance with the philosophy, business practices and policies of Resthaven Incorporated, and perform the following duties:

- To assist clients with a range of activities including:
 - Activities relating to personal hygiene, grooming and presentation.
 - General household, cleaning, and environmental maintenance tasks
 - Activities of interest in the home and local community
 - Activities related to the maintenance or improvement of health and wellbeing.
- To carry out activities as specified in client assistance plans and service agreements, with some flexibility to meet the expressed wishes of the client, within a delegated level of responsibility.
- To demonstrate an understanding of and commitment to the rights of clients by:
 - Maintaining confidentiality
 - Respecting the values, customs, preferences and spiritual beliefs of clients and their families/carers
 - Acting in such a way that the rights of clients are protected.
- To ensure an appropriate type and level of support to the client by:
 - Being aware of the client's current circumstances and needs
 - Encouraging and supporting clients to continue interests, friendships, and social interactions.

- Encouraging client independence and reinforcing their capacities.
- Advising the Coordinator of any changes in the client's circumstances or needs.
- Maintaining skills through participation in external and internal education and developmental activities as directed by the manager.
- Other duties as directed by the Manager Community Services, commensurate with classification and training.

RESTHAVEN REQUIREMENTS

Staff must follow and apply the following:

Quality, Health, Safety, and Injury Management

- Maintaining a safe work environment in accordance with Resthaven Work Health and Safety Policies and Procedures, and actively participating in the rehabilitation and return to work of staff injured at work.
- Undertaking all duties in accordance with Resthaven's Quality Management System, policies, and procedures
- Assisting in the ongoing maintenance of a safe workplace through involvement in the implementation of safe systems of work in accordance with Resthaven Work Health and Safety Policies and Procedures.
- Participating in mandatory Health and Safety training sessions.
- Identifying and reporting hazards in the workplace.
- Participating in Resthaven Quality Management System and commitment to processes of continuous improvement activities, including auditing, surveys and needs analysis.

Privacy and Confidentiality

- Adhering to Resthaven Privacy of Information Policy and Procedure at all times.
- Maintaining a duty of confidentiality to all residents, clients, volunteers, students, and staff.
- Ensuring that any confidential information that becomes known through the course of employment with Resthaven is kept confidential including information relating to Resthaven's:
 - Business or operational interests
 - Methodology and affairs
 - Financial information
 - Anything else that is notified as being confidential.

SELECTION CRITERIA

Essential

- Empathy and understanding of older people and their family members/carers.
- Demonstrated ability to communicate effectively with older people, their families/carers, staff, and other health professionals.
- Ability to work with clients from a range of social, financial, and cultural backgrounds.
- Ability and willingness to undertake a wide range of tasks.
- Ability to provide environmental and household assistance and assist clients with personal hygiene, grooming and presentation.

- Ability to complete written notes and forms clearly and accurately.
- Demonstrated use of initiative
- Commitment to ongoing professional development.
- Ability to cope with change in work demands.
- Demonstrated ability to prioritise work and display time management skills.

Desirable

- Certificate III in Individual Support (Ageing) Experience in supporting older people living in their own homes.
- An understanding of the ageing process
- Knowledge of health issues relevant to older people
- Knowledge of the local geographical area
- The ability to speak in another language in addition to the English language.

Acknowledged:

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Employee

Date: