 **ROLE DESCRIPTION**

|  |  |
| --- | --- |
| **Role Title** | Community Support Worker |
| **Classification Code** | WHA3 |
| **Position Number** | P20068 |
| **Local Health Network** | Barossa Hills Fleurieu Local Health Network Inc (BHFLHN) |
| **Hospital / Service / Cluster** | KIHS Community Health |
| **Department/Section / Unit/ Ward** | Aged and Disability Care |
| **Role reports to** | Program Manager KIHS Community and Aged Care |
| **Role Created/ Reviewed Date** | June 2019 / November 2023/February 2024 |
| **Criminal History Clearance Requirements** | NPC – Unsupervised contact with vulnerable groups  DHS Working With Children Check (WWCC)  NDIS Worker Screening  [Please click here for further information on these requirements](https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/careers/guidelines+for+applicants/guidelines+when+applying+for+a+job+in+sa+health#scrollTo-Criminalhistoryscreeningandbackgroundchecks6) |
| **Immunisation Risk Category** | Category A (Direct Contact with blood or body substances)  [Please click here for further information on these requirements](https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/clinical+resources/clinical+programs+and+practice+guidelines/immunisation+for+health+professionals/health+care+worker+immunisation+requirements) |

**ROLE CONTEXT**

|  |
| --- |
| **Primary Objective(s) of role:** |
| The Community Support Worker will assist in providing a direct care service (including personal care, domestic assistance, meal preparation, transport and social support) to consumers in the community setting. |

|  |
| --- |
| **Direct Reports:** |
| * nil |

|  |
| --- |
| **Key Relationships/ Interactions:** |
| Internal   * ***Accountable to the Program Manager Kangaroo Island*** * ***Works in close collaboration with other Community Health staff as part of the multi-disciplinary care team.***   External   * ***Maintains effective working relationships with consumers, family/advocates, staff and volunteers within the Health Service and with other agencies.*** |

|  |
| --- |
| **Challenges associated with Role:** |
| Major challenges currently associated with the role include:   * Working with consumers, their families and support networks where there are multiple complexities and diverse cultural backgrounds. * Recognising and reporting when consumer wellbeing/ health status has changed * Providing evidenced based care, while keeping up to date with expected standards of practice and quality management initiatives consistent with organisational policies |

|  |
| --- |
| **Delegations:** |
| * Nil. |

|  |
| --- |
| **Resilience:** |
| SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback. |

|  |
| --- |
| **Performance Development** |
| It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and Barossa Hills Fleurieu Local Health Network Inc. values and strategic directions. |

|  |
| --- |
| **General Requirements:** |
| \*NB References to legislation, policies and procedures includes any superseding versions  Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:   * *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements. * *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness. * Equal Employment Opportunities (including prevention of bullying, harassment and intimidation). * *Children’s Protection Act 1993 (Cth)* – ‘Notification of Abuse or Neglect’. * Disability Discrimination. * Independent Commissioner Against Corruption Act 2012 (SA). * SA Information Privacy Principles. * Relevant Awards, Enterprise Agreements, *Public Sector Act 2009 (SA)*, *Health Care Act 2008 (SA)*, and the SA Health (Health Care Act) Human Resources Manual. * Relevant Australian Standards. * Duty to maintain confidentiality. * Smoke Free Workplace. * To value and respect the needs and contributions of SA Health Aboriginal staff and consumers and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery. * Applying the principles of the South Australian Government’s Risk Management Policy to work as appropriate. * Health Practitioner Regulation National Law (South Australia) Act 2010.   *Mental Health Act 2009 (SA)* and Regulations.  *Controlled Substances Act 1984 (SA)* and Regulations.   * Professional Practice Standards and competencies consistent with area of practice as varied from time to time. * SA Health / Barossa Hills Fleurieu Local Health Network Inc. policies, procedures and standards. |

|  |
| --- |
| **Handling of Official Information:** |
| By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.  SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.  SA Health employees will not misuse information gained in their official capacity.  SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction. |

|  |
| --- |
| **White Ribbon:** |
| SA Health has a position of zero tolerance towards men’s violence against women in the workplace and the broader community.   In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour. |

|  |
| --- |
| **Cultural Statement:** |
| Barossa Hills Fleurieu Local Health Network Inc. welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace Barossa Hills Fleurieu Local Health Network Inc. is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture. |

|  |
| --- |
| **Special Conditions:** |
| \*NB Reference to legislation, policies and procedures includes any superseding versions   * It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance. * Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Screening and Licensing Unit, Department for Human Services (DHS). * Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups. * Risk-Assessed roles under the National Disability Insurance Scheme (Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit. * National Police Certificates must be renewed every 3 years thereafter from date of issue. * Working With Children Checks must be renewed every 5 years thereafter from date of issue. * NDIS Worker Screening Check must be renewed every 5 years thereafter from date of issue. * Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the Public Sector Act 2009 for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for Health Care Act employees. * The incumbent may be required to undertake further study to obtain a qualification which supports the needs of the health unit. Where further study is required, Barossa Hills Fleurieu Local Health Network will provide support and assistance in accordance with provisions of the SA Health (Health Care Act) Human Resources Manual. Note, however, this Special Condition does not apply to existing LHN employees with continuous employment within the LHN which commenced prior to 1 October 2016. * The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident. * Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met. |

**Key Result Area and Responsibilities**

|  |  |
| --- | --- |
| **Key Result Areas** | **Major Responsibilities** |
| Contribute to the provision of quality care for consumers | * Provide community or home based services, including personal care, domestic assistance, meal preparation, transport and social support, as documented in the consumer care plan. Establish a professional and caring working relationship with the consumer, and those involved in their care, to build trust and encourage the free flow of information as circumstances change. * Report and record on general observations of individual consumers, including Recognise and promptly report changes in the health and functional status of the consumer to the coordinator. * .Complete routine documentation in accordance with established policies and procedures including appropriate risk assessments of a consumer’s home. * Contribute to the consumer’s service reviews. |
| Contribute to the efficient and effective operation of the health unit. | * May require the setup, program and operation of machinery, equipment and/or facilities, and recording systems including computerised systems. * Maintain in optimum condition, and use efficiently, the organisations and/or the client’s equipment, resources, supplies and facilities to support the delivery of the program. * Engage in staff training, role planning, appraisals and feedback, team meetings and other activities that contribute to client, workforce and business development goals. * Participate in quality improvement strategies by promoting client feedback and engaging in an audit process. |
| Demonstrates and maintains a satisfactory knowledge and skill base to perform role. | * Undertaking training as required and maintaining required skills and knowledge applicable to the role. |
| **An employee at Level 3 will be required to perform duties at the lower level.** | |

**Knowledge, Skills and Experience**

**ESSENTIAL MINIMUM REQUIREMENTS**

**Educational/Vocational Qualifications**

* nil

**Personal Abilities/Aptitudes/Skills**

* Proven ability to work well within a team environment and maintain respectful behaviour at all times.
* Sound interpersonal and communication skills and the ability to relate to people from different cultures, backgrounds and circumstances.
* Ability to use discretion and maintain strict confidentiality.
* Proven ability to meet deadlines and timeframes.
* Ability to provide assistance and co-operation to other staff.
* Demonstrated ability to perform under limited direction.
* Demonstrated commitment to provide quality, compassionate and kind consumer centred care that meets the individual needs of each and every consumer.
* Demonstrated commitment to ensuring care provided is safe, respectful, timely and maintains the dignity and choice of the consumer and their family at all times.
* Ability to engage with Aboriginal community / consumers in a culturally appropriate manner and a willingness to undertake further training in this manner.

**Experience**

* Proven experience in exercising own judgment and initiative in the day-to-day execution of a position.
* Experience in the provision of a direct care service in a health-related field.
* Experience in working with aged, frail or disabled persons.
* Experience in the use of computer packages e.g., Microsoft Word, Excel, CCCME.
* Experience working with Aboriginal consumers.

**Knowledge**

* Knowledge of safe working conditions.
* Knowledge and commitment to customer service principles.
* An understanding of the spirit of the principles of the Premier’s Safety Commitment and the legislative requirements of Risk Management standard, Equal Employment Opportunity and Occupational Health, Safety and Welfare legislation.
* General understanding of Aboriginal culture and a willingness to undertake further training in this area.

**DESIRABLE CHARACTERISTICS**

**Educational/Vocational Qualifications**

**Personal Abilities/Aptitudes/Skills**

* Commitment to ongoing learning.

**Experience**

* Experience working with consumers with dementia.

**Knowledge**

* Knowledge of Aged Care Standards.
* Knowledge of aged care related issues.

**Organisational Context**

**Organisational Overview:**

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

**Our Legal Entities**

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women’s and Children’s Health Network, Country Health SA Local Health Network and SA Ambulance Service. SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

**Health Network/Division/Department:**

The Barossa Hills Fleurieu Local Health Network (BHFLHN) encompasses the hospitals and health services located at Mt Barker, Victor Harbor, Gawler, Strathalbyn, Kingscote, Mt Pleasant, Angaston, Tanunda, Gumeracha, Eudunda and Kapunda.

The Country Health Connect Community and Allied Health division provides a range of health, aged care and disability services to the population including post-acute, hospital avoidance, restorative care, palliative care, mental health, allied health nursing and home care support.

Country Health Connect is a registered provider of the Commonwealth Home Support Program, Home Care Packages, National Disability Insurance Scheme, Department of Veterans Affairs Community Nursing and Home Care, Home and Community Care (state government funded), Transition Care Program, Short Term Restorative Care, and the Aged Care Assessment Program. The Country SA Country Referral Unit is also located in the BHFLHN. Services are delivered in BHFLHN hospitals and health services, people’s homes and residential care settings. Services are provided across the age spectrum from birth depending on eligibility for specific programs.The Barossa Hills Fleurieu Local Health Network is the host LHN for the Rural Support Service. The RSS supports all six regions LHNs by bringing together a number of specialist clinical and corporate advisory functions focused on improving quality and safety.​​

**Values**

**BHFLHN Values**

The values BHFLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our Local Health Network:

* We are committed to the values of trust, respect, integrity, collaboration and kindness.
* We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
* We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

**Code of Ethics**

The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public service employees:

* Democratic Values - Helping the government, under the law to serve the people of South Australia.
* Service, Respect and Courtesy - Serving the people of South Australia.
* Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
* Accountability- Holding ourselves accountable for everything we do.
* Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

**Approvals**

**Role Description Approval**

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:** **Role Title:**

**Date: Signature:**

**Role Acceptance**

**Incumbent Acceptance**

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

**Name:**

**Date: Signature:**