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**ROLE DESCRIPTION**

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| --- | --- |
| **Role Title** | Community Support Worker |
| **Classification Code** | WHA-3 |
| **Position Number** | P23385 |
| **Local Health Network** | Eyre & Far North Local Health Network Inc |
| **Hospital/ Service/ Cluster** | Community & Allied Health |
| **Division** | Wudinna/Elliston |
| **Department/Section / Unit/ Ward** | Services |
| **Role reports to** | Program Manager Home Support |
| **Role Created/ Reviewed Date** | Reviewed June 2024 |
| **Type of Appointment** | Ongoing |
|  | Temporary |
|  | Casual |
| **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) |

**Summary of the broad purpose of the role**

The Regional Local Health Networks moved to a Consumer Directed Care model for the provision of aged care, disability, and support services. This allows consumers to maintain greater control over their lives by allowing them to make choices about the services they receive and who delivers those services. Consumers are encouraged to actively participate in identifying and setting goals, and to determine what level of involvement they want in managing their own care arrangements.

Under this model of care, the funding associated with the role of the Community Support Worker is controlled by consumers, rather than by the health provider. This means that consumers have an active role in determining the shifts that are available, the duties that are performed, the frequency of demand for the service, and the choice of provider organisation.

The Community Support Worker is integral to supporting this model of care by providing services including personal care, cleaning, meal preparation, transport and social support, to persons who are aged, frail or disabled and who wish to remain living in their own home with some assistance, or are living in a Residential Aged Care facility.

Community Support Workers need to be flexible, conscientious and empathetic and be able to work autonomously in the community. They will work closely and collaboratively with the consumer, their family and other health professionals, to provide quality outcomes and maintain consumer independence where possible.

Eyre & Far North Local Health Network Inc supports staff to further develop their skills across a variety of areas. Ongoing education is encouraged and enables staff to provide quality and responsive services to consumers.

**Reporting/Working Relationships**

The Community Support Worker is accountable to Fiona Pfeiffer Operations Manager Country Health Connect and works in close collaboration with Community Health/Residential Aged Care professionals as part of a multi-disciplinary team. This role has direct contact with the consumer, their family/advocates, and potentially other service providers.

**Essential Criteria**

* Current drivers licence and willingness to drive
* Current Criminal History Check clearances (refer to Criminal History Check check clause)
* Contactable by telephone
* Access to a reliable, registered and insured (minimum of third party insurance) motor vehicle.
* Meet immunisation requirements as outlined by the *Immunisation Guidelines for Health Care Workers in South Australia 2014*

**Desirable Qualifications**

* A current first aid certificate.
* Certificate 3 in Individual Support (Aged Care, Disability or Home and Community)
* Certificate 4 in Disability

**Key Outcomes and Activities**

* Undertake duties in accordance with the philosophy, business practices and policies of Eyre & Far North Local Health Network Inc, and perform the following duties:
* Responsible for the effective delivery of services to assist individuals to live in their own homes by:
  + Performing duties as documented in the service/care plan
  + Liaising with the coordinator regarding any changes/ issues or concerns raised by the client or identified by the Community Support Worker
  + Contributing to the client’s service reviews
* Establish a professional and caring working relationship with the client, and those involved in their care, to build trust and encourage the free flow of information as circumstances change.
* Be aware of any changes to the consumer care plan and goal and adjust own actions accordingly.
* Recognise and promptly report changes in the health and functional status of the client to the coordinator.
* 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.

**Specialist experience and skills**

Under the Consumer Directed Care model tasks undertaken may include assistance with grooming. Household support includes vacuuming, dusting, polishing, washing floors, washing and ironing, sweeping, cleaning bathrooms/toilet areas, changing of bed linen and making beds, preparation and cooking of basic meals, defrosting refrigerators. Minor gardening tasks may also be required including raking sweeping and watering.

Provision of social support/day centre activities including transport, shopping assistance, assistance with mobility/dexterity/therapy services may also be required. Assistance with specified needs eg pressure areas and self-administration of medication, under the direction of an appropriate clinical professional.

Other delegated tasks as determined under individual care plans may be required within the designated scope of practice.

**Judgement and decision making**

Safely and effectively carry out own role and responsibilities relating to the implementation of a care and service plan.

Work activities are routine and clearly defined with established procedures and staff are fully trained in all aspects of the role. An employee at this level will be required to exercise judgement and

initiative in the day to day execution of their work. Further support is available from supervisors/managers as needed.

**Communication / Interpersonal skills**

* Proven ability to work well within a team environment and provide assistance and co-operation to other staff.
* Possess effective interpersonal and communication skills including active listening skills, and the ability to relate to people from different cultures, backgrounds and circumstances.
* Proven ability to meet deadlines and timeframes, use discretion and maintain strict confidentiality.
* Ability to perform work of a general nature under supervision.
* Possess patience, flexibility, resilience and a solution focussed approach.
* Be dependable, reliable and respectful towards clients/carers/family members and colleagues.
* Willingness to develop further skills and experience by undertaking training as appropriate.

**Knowledge**

* Commitment to customer service and consumer directed care principles.
* Understand the principles of reablement and the concept of ‘doing with’ rather than ‘doing for’.
* Knowledge and understanding of the Occupational Health, Safety and Welfare Act and Risk Management principles.
* Understand and respect the need to engage and encourage the consumer to participate and make decisions when planning their care/setting goals.

**Criminal History Checks**

* 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 National Police Certificate (NPC).
* Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
* 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 unsupervised contact with vulnerable groups.
* Prescribed positions under the Disability Services Act 1993 must obtain a satisfactory Disability Services Employment Screening through the Department of Human Services (DHS) Screening Unit
* NPCs and DHS Disability Services Employment Screenings must be renewed every 3 years thereafter from date of issue.
* WWCCs must be renewed every 5 years thereafter from date of issue.

**Special Conditions**

* 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.
* The position is primarily located at Wudinna & Elliston but the incumbent maybe required to work from other sites within EFNLHN.
* The incumbent must be an Australian resident or hold a current working visa.
* The incumbent will be required to enter into an Annual Performance Review and Development Plan for the achievement of specific, service or program outcomes.
* Current driver’s license and willingness to drive.
* Must be flexible and willing to participate in a 7 day roster working varied hours/shifts across different settings.
* Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

**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 the Regional values and strategic directions.

**Confidentiality and Handling of Official Information**

* 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**

Eyre & Far North 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. This LHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

**General Requirements**

**Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination by:**

* Comply with Work Health and Safety Act 2012 (SA) - maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act and when relevant WHS Defined Officers must meet due diligence requirements.
* Comply with and have a working knowledge and understanding of the requirement for all staff employed in the organisation regarding confidentiality.
* Commitment to the continuous improvement in the provision of customer service.
* Participation in continuous quality improvement programs and accreditation activities.
* Ensuring cultural sensitivity is maintained by attending and contribute to their learning in diversity of cultural awareness and cross-cultural training, with a frequency to be determined as appropriate by the organisation.
* All staff will actively support and contribute to risk management by maintaining an awareness of the risks relating to their area of responsibility and accountability including the identification and reporting of such risks.
* It is the responsibility of every employee to ensure that no official record created or received (in any format) is destroyed without following prescribed retention procedures and subsequent authorisation from State Records. It is further the responsibility of every employee to ensure they gain an understanding of what constitutes an official record. It is a requirement that all employees will adhere to the prescribed Policy, Procedures & Practices of this organisation in relation to records management.
* Contribute to the well-being of people in South Australia through participation 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.
* Contribute to the promotion and implementation of the Public Sector Act principles and practices and employee conduct standards, in particular Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements.

**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 Wellbeing.

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, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

**SA Health Goals and Strategies:**

The achievement of key SA Health goals, directions and strategies are articulated within the following:

> South Australian Health and Wellbeing Strategy 2020-2025

> State Public Health Plan 2019-2024

> SA Health Strategic Clinical Services Plan 2021-2031

> SA Mental Health Services Plan 2020-2025

> SA Health Clinical Services Capability Framework

**Values**

**SA Health Values**

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

* We are committed to the values of integrity, respect and accountability.
* 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.

**EFNLHN Values**

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

|  |  |  |  |
| --- | --- | --- | --- |
| **Accountability** | **Connected** | **Respect** | **Caring** |
| * We value taking responsibility for all that we do | * We value being part of our local community and our LHN community | * We value every individual and their uniqueness | * We value providing compassionate care to those who need it |
| * We value acting with integrity when striving to achieve our goals | * We value listening and collaborating with others | * We value being considerate and kind to ourselves and others | * We value putting our consumers at the centre of everything we do |
| * We value following through on what we say we will do | * We value two-way communication | * We value the diversity of our communities and the people in them | * We value taking the time to understand our consumers and their needs |

**Code of Ethics**

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.

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.

**Aboriginal 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. I understand that the information contained herein is not to be interpreted as a comprehensive list of all duties, responsibilities and qualifications require of employees assigned to this role.

**Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Signature:**

**Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_