



Barossa Hills Fleurieu LHN
Panel Report – Vacancy 856687
Adelaide Hills Community Support Worker
Optimal Ageing

TO: Alison Holt, Director – Community Aged Care and Disability Services

Agency Details

Branch:	Barossa Hills Fleurieu Local Health Network, Optimal Ageing		
Position Title:	Community Support Worker	Classification:	WHA3
E-Recruitment Req Number:	856687	Position Number:	P20075

Broad Summary of the Position

Employees classified in this capacity deliver Consumer Directed Care model for the provision of aged care, disability and support services. Community Support Workers (CSW) undertake household support such as vacuuming, dusting, polishing, washing floors, washing and ironing, sweeping, cleaning bathrooms/toilet areas, changing of bed linen and making beds, along with preparation and cooking of basic meals. CSW's also undertake minor gardening tasks like raking, sweeping and watering, and contribute to day centre activities including transport, shopping assistance, and assistance with therapy services. Utilising a wellness and reablement approach to service delivery and the meeting of client directed goals, staff may be required to assist with the use of lifters, pressure area care, and medication management under the direction of an appropriate clinical professional.

CSW's report directly to the local site team leaders and the Director of Community Aged Care and Disability.

Advertising Details

Position was advertised as:

<input checked="" type="checkbox"/> Casual Contract	Up to: X Months	OR	End date: Ongoing
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Advertising Media:

<input checked="" type="checkbox"/> Notice of Vacancies	Vacancy Number: 856687	Date Advertised: 11/01/2024
<input checked="" type="checkbox"/> External Media (<i>specify</i>):	External advertising online, iworkforSA and SA Health careers website	Date Advertised: 11/01/2024

Closing Date: 01/01/2025

Applicant Details

The advertisement attracted **10** applicants. Please refer to the attached Applicant Listing for a complete list of applicant details.

A letter acknowledging receipt of applications was sent to all applicants on: **08/08/2024**

Panel Composition

The selection panel comprised of:

*Chairperson: Edward Whyte, Optimal Ageing Team Leader (Hills)

Panellist: Bronwyn Billing, Optimal Ageing Equipment Officer

Panellist: David Kenning, Day Centre Coordinator

*The panel chair is trained in Cultural Awareness.

The Selection Process

Shortlisting

Each Panel member received a copy of the applications and employee declarations from e recruitment to consider and examine on an individual basis the relative merit in accordance with the requirements of the role.

Following this assessment and discussion, the panel completed the shortlist on 12/06/2024 and agreed that the following applicants would be short listed for interview.

Shortlisted applicants:

1. Lauren Christensen
2. Subash Thomas – Interview not attended.
3. Hannah Wright – Application Withdrawn.
4. Amelia Gilles
5. Manjot Kaur – Interview not attended.

Question Design

The panel discussed and designed interview questions, which directly related to the person specification and to ensure all members were conversant with the selection process and the merit principle. In particular, the panel agreed that the priority factors to investigate further at interview were:

1. Aspects of the role and relevant experience
2. Cultural sensitivity
3. Consumer Driven Care and Support
4. Aged Care Standards and respectful service provision

Interviews

Interviews were arranged for 19/08/2024-21/08/2024. Applicants were advised verbally and in writing of the times, date, venue and panel membership.

Referee Reports

The panel agreed to seek two referee reports on applicants, where possible, details of which were clarified during the interview process. Referee questions were designed following the interview process to seek further information on the applicants. Referee reports completed on 21/08/2024.

Decision Process

The panel met after the interviews, and the decision process involved panel members systematically evaluating and discussing all information gathered on each applicant. The decision was unanimous and a summary of the relative merit of the applicants for the position is detailed below.

Assessment of Interviewees

The following assessments were made:

Lauren Christensen – RECOMMENDED

Lauren provided a thorough application and presented calmly and confidently to the interview. She spoke strongly into her experience in supporting and implementing positive services in her current and previous roles. Her examples were relevant and appropriate in demonstrating her use of initiative and overcoming challenges to achieve and maintain successful service aligned to client goals.

Her eagerness to continue this high level of service provision was evident, and her vision for consumer driven care aligns well with what is required for this position and the organisation's vision for the future.

Lauren was able to offer clear examples to all questions, emphasising her experience as a support worker for DHS where she was responsible for the oversight of staff and various clients care. She gave a good insight into workplace behaviours and dealing with conflict and service limitations and shared both her approach and outcomes with the panel. Lauren demonstrated an effective communication style that would support working both independently and in the team environment.

The panel received positive feedback from Lauren's referees regarding work ability within team situations and 1:1 with clients, listing her communication and commitment to services as a clear level of excellence. The panel agree that Lauren would be a good fit for the Community Support Worker role.

Subash Thomas – NOT RECOMMENDED

Due to placement commitments, Subash did not attend the interview, giving no notice of missing the interview until the next day. Hills Leadership will consider this application in the future if other suitable applicants are unsuccessful.

Hannah Wright – Application Withdrawn

Amelia Gillies – RECOMMENDED

Amelia presented as experienced in system administration and communication with multiple professional levels within her current organisation. Amelia spoke to her experience in supporting team members and members of the public in problem solving and conflict resolution, providing applicable examples to demonstrate how to proficiently complete associated tasks within service provision.

Amelia's explanation of her previous experience as a disability support worker and role requirements directly aligned to the position on offer, showing clear understanding of service provision and her capability to adapt to requirements seen in this position. Amelia acknowledged the transition from administrative work to care provision and demonstrated a clear understanding of areas of interest and skill building to develop her support work skills.

The panel received positive feedback from Amelia's referees regarding her ability to build rapport quickly with members of the public and a strong capacity for problem solving. Referees listed Amelia as a real team player and committed to develop her skills to achieve high quality of service. The panel agree that Amelia would be a good fit for the Community Support Worker role.

Manjot Kaur – NOT RECOMMENDED

Applicant did not attend interview and unable to be contacted at time of interview or panel report. Hills Leadership will consider this application in the future if other suitable applicants are unsuccessful.

Criminal and Relevant History Screening/ Registrations/ Licences/ Qualifications

- Recommended applicant has the required Criminal and Relevant History Screening check/s in accordance with the [SA Health Criminal and Relevant History Screening Directive](#) and [Criminal and Relevant History Screening Sharepoint Page](#).

NB Criminal and Relevant History Screening check/s must be received and assessed prior to an offer of employment being made.

- Recommended applicant is eligible to apply for the position, and original evidence of essential qualifications/licences/registration has been sighted (if applicable)
- Determined the commencing increment level for recommended applicant (information is to be included on the Contract Request Form)
- Relevant AHP & Doctor positions have gone through the appropriate credentialling process (Credentialling evidence to be attached to the Contract Request Form)
- HCW Pre Employment Health Assessment & any other follow up immunisations completed (*relevant employees only, please refer to the Health Assessment Form.*)
[Infection Prevention and Control Manual](#)

Recommendation

After consideration of interviews and review of reference reports, the panel recommends that Lauren Christensen and Amelia Gillies be offered a Casual position as Community Support Worker for Optimal Ageing, Adelaide Hills.

If you concur, please approve by signing as delegate below.

Panel members:



Edward Whyte
CHAIRPERSON



David Kenning
PANELLIST



Bronwyn Billing
PANELLIST

Note: The recommendation must be on the same page as the panellists' and delegate's signatures. Ensure all documents relating to the selection process are included in the Schedule.

Delegated Approval

I acknowledge that the position I currently occupy has the delegated authority to approve this document as per current HR Delegations.

APPROVED NOT APPROVED

(Please note, the chairperson cannot approve the panel report, it must be referred to a higher-level delegate).

Name Alison Holt
Position Title Director – Community Aged Care and Disability Services
Delegation Level 4

Signature 

Post Approval

The chairperson is to advise the applicants of the outcome and submit all appropriate forms to HR in a timely manner.

