

Statement of Duties

Position Title: Home Help	Position Number: Generic	Effective Date: November 2012
Group and Unit: Tasmanian Health Service (THS) – Complex, Chronic and Community Service		
Section: Home and Community Care	Location: South	
Award: Health and Human Services (Tasmanian State Service)	Position Status: Permanent/Fixed-Term/Casual	
	Position Type: Full Time/Part Time/Casual	
Level: 3	Classification: Health Services Officer	
Reports To: Manager Home Care South		
Check Type: Annulled	Check Frequency: Pre-Employment	

Focus of Duties:

Within a Primary Health Care context and under the guidelines of the Home and Community Care program, Home Help staff will function effectively as a member of a health care team concerned with the care of the individual and family unit within the community.

Duties:

1. Provide essential household duties as assessed by the nominated assessor and approved by the relevant supervisor. These duties could include cleaning, cooking, shopping assistance, washing and ironing.
2. Provide feedback about significant changes to the client's circumstances to the relevant supervisor.
3. Maintain accurate work records and follow established documentation guidelines.
4. Liaise and maintain effective communication with clients, Home Care personnel and other service providers as required.
5. Undertake staff development activities including meetings as delegated by the Supervisor.
6. To work within Work Health and Safety (WH&S) guidelines.
7. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
8. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Scope of Work Performed:

- Responsible for providing a high standard of Home Help service.
- Responsible for providing a positive image of the service to the public.
- Responsible for maintaining client confidentiality.
- Responsible for the maintenance of a high standard of hygiene, both personal and environmental.
- Works under general supervision and direction from the Home Care Coordinator.
- Comply at all times with THS policy and protocol requirements, in particular those relating to hand hygiene, fire awareness and manual handling, and undertake annual education in relation to the requirements.

Essential Requirements:

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a) crimes of violence
 - b) sex related offences
 - c) serious drug offences
 - d) crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

Desirable Requirements:

- Current Driver's Licence.

Selection Criteria:

1. Demonstrated knowledge of and experience in performing domestic duties for the aged and/or disabled within their own home.
2. Understanding of confidentiality and rights of clients.
3. Ability to establish and maintain effective written and verbal communication with clients and Community Health team members, and the ability to work harmoniously as a member of a team.
4. Ability to work competently with minimal supervision.
5. Knowledge of WH&S principles relevant to the position.

Working Environment:

The Department of Health and Human Services (DHHS) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health and human services system, and value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

Fraud Management: The Department of Health and Human Services and Tasmanian Health Service have a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Director HR Management and Strategy or to the Manager Internal Audit. DHHS and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. DHHS and the THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

Blood borne viruses and immunisation: Health Care Workers (as defined by DHHS and THS policy) with the Department of Health and Human Services and Tasmanian Health Service are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

Records and Confidentiality: Officers and employees of the Department of Health and Human Services and the Tasmanian Health Service are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

Smoke-free: The Department of Health and Human Services and the Tasmanian Health Service are smoke-free work environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.