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SA Health Job Pack

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| Job Title | Community Support Worker |
| Job Number | 658245 |
| Applications Closing Date | 30 June 2019 |
| Region / Division | Country Health SA Local Health Network |
| Health Service | Yorke & North Region |
| Location | Port Pirie |
| Classification | OPS2 |
| Job Status | Casual |
| Salary | \$25.97 - \$28.11 per hour + 25% casual loading |

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Child Related Employment Screening - **DCSI**
- ☐ Vulnerable Person-Related Employment Screening - **NPC**
- ☒ Aged Care Sector Employment Screening - **NPC**
- ☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Contact Details

| | |
|---------------|--|
| Full name | Lisa Donnon |
| Phone number | 8638 4662 |
| Email address | lisa.donnon@sa.gov.au |

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✍ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✍ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



ROLE DESCRIPTION

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| Role Title: | Community Support Worker |
| Classification Code: | OPS2 |
| LHN/ HN/ SAAS/ DHA: | CHSA LHN |
| Hospital/ Service/ Cluster | Yorke & North Region |
| Division: | Mid North Community Health |
| Department/Section / Unit/ Ward: | Healthy Ageing Team |
| Role reports to: | Commonwealth Home Support Program Coordinator-Port Pirie campus |
| Role Created/ Reviewed Date: | reviewed 23/3/2018 |
| Criminal History Clearance Requirements: | <input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC) |

ROLE CONTEXT

Primary Objective(s) of role:

- > Provide appropriate services in the community which results in independence and maintenance of clients in their home
- > Provides high quality direct personal care to clients which includes but is not limited to; hygiene, nutrition, comfort, dressing and mobilisation according to care plans and within the boundaries of education and training undertaken
- > The role supports and supervises the clients and liaises closely with the Commonwealth Home Support Program Coordinator, case managers and carers regarding care plans and review of client's needs.

Direct Reports:

- > Nil

Key Relationships/ Interactions:

Internal

- > Reports to the Healthy Ageing Team Leader via the Commonwealth Home Support Program Coordinator-Port Pirie Campus
- > Member of the Healthy Ageing Team Meeting, monthly
- > Maintains cooperative and productive working relationships with all members of the health care team and consumers

External

nil

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Working in a rural and remote area
- > Providing a range of Commonwealth Home Support Program services to clients both in their own home and/or in a centre base
- > May be required to work under other programs' in the organisation

Delegations:

- > Nil financial delegation
- > Nil Human resources delegation

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

General Requirements:

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 (WHS).
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- > Disability Discrimination.
- > Code of Fair Information Practice.
- > Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008, 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 clients, 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.

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:

CHSALHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. CSHALHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture

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 Children's Protection Act (1993) must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion (DCSI).
- > 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 working in Aged Care.

- > Prescribed Positions will also require a NPC general probity clearance.
- > Background Screening and National Criminal History Clearances must be renewed every 3 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 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.
- > The incumbent may be required to work from other sites within the region
- > A current driver's licence and a willingness to drive Government vehicles is essential
- > Some out of hours work may be required
- > The incumbent will uphold the values of the SA Health and Country Health SA as reflected in their respective Strategic Plans
- > Attendance at mandatory training sessions as determined by the organisation
- > Must be an Australian resident or hold a current working visa

Key Result Area and Responsibilities

| Key Result Areas | Major Responsibilities |
|----------------------------|--|
| Community Home Support | <ul style="list-style-type: none"> > Carrying out straightforward assessment and review of clients and their environment, under the indirect supervision of Commonwealth Home Support Program Coordinator > Assisting in the development of care plans and work within them > Communicate effectively with clients, recognising and respecting individual differences, backgrounds and beliefs. > Monitoring the well being of clients and report any problems to the Coordinator or client's case manager > Assisting clients with personal care including skin care, dressing, toileting and grooming > Promoting client independence in mobility and transfer by applying therapeutic interventions (such as an exercise program for balance or strength) as part of a supervised rehabilitation / restorative program. > Ensuring that the client achieves adequate nutrition and that other domestic tasks are maintained by carrying out activities as designated (which include but are not limited to food preparation, shopping, bed making, vacuuming, mopping, linen replacement and pick-up, and client transport). > Assist the client and carer to maintain adequate social and emotional well being by carrying out activities (such as social support, monitoring the stability of social situations, assisting the client to negotiate systems e.g. shopping) > Ensuring the correct installation and use of equipment (as prescribed by case manager) including delivering, assembling and adjusting appliances and aids in the client's home in accordance with safe practice. (Community Support Workers may make recommendations in relation to equipment, but have no authority to prescribe equipment). > Managing own time effectively and accept personal responsibility for the completeness and adequacy of activities under the indirect supervision of the Commonwealth Home Support Program Coordinator > |
| Communication and Teamwork | <ul style="list-style-type: none"> > Effectively liaise with case managers or other appropriate staff and respond as required to needs identified for individuals or groups > Demonstrate the ability to work positively within a team and program area to achieve the goals/objectives of the program and team > Promote a positive and harmonious work environment within the Commonwealth Home Support Program and assist team members to achieve service delivery excellence > Demonstrate an ability to lead, facilitate and contribute to various committees as required on a program, divisional and organisational basis. > Problem solve effectively and communicate with people from a diverse range of backgrounds > Participate in the orientation programs for new staff > Promote and lead the development of procedures which reflect the philosophy of the health service > Attending staff meetings as required by the organisation > Promote the organisation and develop positive communication networks with appropriate personnel throughout government and private sector organisations |

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| | <ul style="list-style-type: none"> > attending team and organisational meetings, participating in strategic planning, and being involved in team projects and activities > assisting to develop, implement and review team procedures > complying with all relevant policies and procedures > |
| Administration and Documentation | <ul style="list-style-type: none"> > Ensure that all documentation is accurate and up to date eg case note writing, data recording > Maintain effective record keeping systems and the provision of statistical and other reports as required- > Collect service data for use in identification of individual client's special needs |
| Continuous Improvement | <ul style="list-style-type: none"> > Develop and participate in quality improvement programs and other health service activities to meet service, accreditation and national standards > Contribute to the ongoing monitoring, evaluation and review of services- > Contributing to holistic care of clients by developing an understanding of the roles of other health care workers to facilitate appropriate referrals and multi-disciplinary teamwork. > Responding efficiently and appropriately to enquiries from clients, the public, health care workers and other service providers. > Consulting with the Commonwealth Home Support Program Coordinator, plan, prepare, implement and evaluate appropriate activities and interventions > Closely collaborating with the Coordinator and other staff to provide integrated, innovative services that meet the needs of clients > Liaising with case managers to ensure documented care plan outcomes are being met > Assisting the Case Manager to undertake a holistic assessment and review of client circumstances > Participating in healthy ageing activities individually, and as part of a team > Undertaking client reviews and equipment checks as requested > Reporting on any unusual circumstances observed or any additional services and action that may be required through documentation and follow up with the Case Manager. > Ensuring at all times client and carer rights, confidentiality, privacy and dignity are respected by observing organisational policies and procedures. > Ensuring that high quality and responsive support services are provided to the community by evaluating performance, seeking feedback from consumers and participating in a range of other continuous quality improvement activities. > Referring clients to appropriate resources and information. |
| Participate in ongoing personal & professional development | <ul style="list-style-type: none"> > Attending staff meetings as required by the organisation. > Developing positive communication networks with appropriate personnel throughout government and private sector organisations. > Identifying personal knowledge requirements with supervisor, setting of action plans to achieve the desired outcomes. > Continuing acquisition of knowledge and competencies through range of education opportunities, training and staff development. > Evaluating performance by participating in staff appraisal on an annual basis. > |

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| <p>Adhere to the provisions of relevant legislative requirements and working within the Cultural Respect Framework through the promotion and implementation of the General Public Sector Management Aims, personnel management standards and employee conduct standards and in particular Equal Opportunity and Work Health and Safety and Injury Management.</p> | <ul style="list-style-type: none"> > Actively participating in the identification and resolution of Work Health and Safety and Injury Management issues to promote safe and health work practices. > Ensuring appropriate incident/hazard reporting, and WorkCover documentation is completed within the required timeframes. > Ensuring the Code of Ethics for Public Sector employees is adhered to. > Ensuring a harmonious workplace free of unlawful discrimination, sexual harassment and bullying is maintained. > Constructive involvement in the identification and resolution of work place issues. > Effective maintenance of work place relations within the health service. > |
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > nil

Personal Abilities/Aptitudes/Skills:

- > Demonstrated problem solving skills.
- > Demonstrated ability to communicate effectively verbally and in writing with staff at all levels and a diverse range of people.
- > Well-developed written and verbal communication skills.
- > Demonstrated ability to manage time effectively and prioritise tasks.
- > Well-developed interpersonal/customer service skills.
- > Negotiation and conflict resolution skills.
- > Ability to work autonomously and work as part of a team.

Experience

- > Demonstrated experience in the provision of a direct care service in a health related field.
- > Demonstrated experience in dealing with aged, frail or disabled persons.
- > Experience in office administration.
- > Experience in working within a team.
- > Competent use of Microsoft Office packages (Word, Publisher, Outlook, Excel, Access and Power Point).

Knowledge

- > Knowledge of Equal Employment Opportunity, Occupational Health Safety & Welfare and other relevant Legislation
- > Knowledge and commitment to customer service principles.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Completed AQF Certificate III relevant to Aged Care or equivalent

Personal Abilities/Aptitudes/Skills:

- > Ability to advocate for staff and clients and to be responsive to consumer feedback.
- > Demonstrated ability to share knowledge and skills effectively with others.
- > Demonstrated ability to provide motivation and direction in achieving team goals.
- > Demonstrated conflict resolution skills.

Experience

- > Proven experience in exercising own judgment and initiative in the day to day execution of a position.
- > Demonstrated experience in the provision of a direct care service in a health related field.
- > Demonstrated experience in dealing with aged, frail or disabled persons.

Knowledge

- > Knowledge of Aged Care Standards.
- > Knowledge of Commonwealth Home Support Program.
- > Knowledge of Quality Improvement techniques.
- > Knowledge of federal Aged care Reform

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 Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:

Supporting rural and remote South Australians to be healthy, the Country Health SA Local Health Network (CHSALHN) is committed to partnering with individuals, communities and staff to deliver high quality, high value health care that enhances the lived experience of rural and remote South Australians and their carers and families. The CHSALHN is committed to enhancing the satisfaction and promoting the talent of its workforce. The CHSALHN is part of SA Health and oversees the rural public health system in South Australia. We are transforming health care and delivering health benefits so that rural and remote South Australians lead healthier lives. We provide acute health services to over 94,000 people and a further 175,000 people annually at country emergency departments. Our network incorporates 65 hospitals and 240 health services sites, and employs 7,925 people. We are accredited with the Australian Council on Healthcare Standards for four years until 2015. The CHSALHN works with the Country Health SA Local Health Network Health Advisory Council and the 39 country Health Advisory Councils to provide industry leadership and administer the rural public health system in South Australia. Health Advisory Councils are consultative bodies that advise the Minister for Health and Ageing to provide a more coordinated, strategic and integrated health care system to meet the health care needs of South Australians.

The Healthy Ageing Team sits within the Mid North Community Health Services of the Yorke and Northern Region of CHSA LHN

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.

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.

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:

Signature:

Date:

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:

Signature:

Date: