

SA Health Job Pack - Casual Pool 2024/2025

Job Title	Adelaide Hills Community Support Worker - Casual Pool	
Eligibility	Open to Everyone	
Job Number	856687	
Applications Closing Date	28/3/2025	
Region / Division	Barossa Hills Fleurieu Local Health Network	
Health Service	Country Health Connect	
Location	Various locations across the Adelaide Hills	
Classification	WHA3	
Job Status	Casual (up to 28/3/2025), working over a 7 day roster	
Salary	\$28.52 - \$28.82 per hour + 25% casual loading	

Contact Details

Full name	Naomi Edmead	
Phone number	0414 412 078	
Email address	naomi.edmead2@sa.gov.au	

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 Human Services (DHS) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:
National Disability Insurance Scheme (NDIS) Worker Check- DHS
Unsupervised contact with Vulnerable groups- NPC
Unsupervised contact with Aged Care Sector- DHS
□ No contact with Vulnerable Groups - 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.

Immunisation

Risk Category B (indirect contact with blood or body substances)

This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category B (indirect contact with blood or body substances). Please click here for further information on these requirements.

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, gualifications and professional memberships.
- * Refer to Guidelines for Applicants for further information regarding
 - Salary Packaging
 - Opportunities for movement within SA Health
 - Flexible working arrangements
 - Criminal History screening and background checks
 - Immunisation requirements
 - Rights of review
 - Information for applicants



ROLE DESCRIPTION

Role Title	Community Support Worker	
Classification Code	Health Ancillary Employee Level 3 (WHA3)	
Position Number	P20075	
Local Health Network	Barossa Hills Fleurieu Local Health Network Inc (BHFLHN)	
Hospital/Service/Cluster/RSS	Country Health Connect	
Department/Section/Unit/Ward	Optimal Ageing	
Role reports to	Optimal Ageing Team Leader	
Role Created/Reviewed Date	Reviewed January 2024	
Criminal History Clearance Requirements	 	
Immunisation Risk Category	Category B (Indirect contact with blood or body substances) Please click here for further information on these requirements	

ROLE CONTEXT

Primary Objective(s) of role

The Community Support Worker will assist in providing a direct client service to persons who are aged, frail or disabled who wish to remain living in their own home with some assistance.

The Barossa Hills Fleurieu Local Health Network (BHFLHN) works under 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. to promote the individual's health and wellbeing and enable them to remain living independently in their own homes

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.

Direct Reports

The Community Support Worker is accountable to the Team Leader and works in close collaboration with Community Health professionals and is part of a multi-disciplinary team.

Key Relationships/ Interactions

<u>Internal</u>

- > Works closely with Care Worker and Community staff.
- > Maintains effective working relationships with all members of the Health Service and staff from other agencies.
- > Works as a member of the team to achieve team outcomes in a cooperative and constructive manner.

External

- > External Vendors.
- > Other Government Agencies.
- Other Health Units/ Services.

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 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, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- 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.
- > Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Children and Young People (Safety) Act 2017 (SA) 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > Independent Commissioner Against Corruption Act 2012 (SA).
- > Information Privacy Principles Instruction.
- > 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.
- > The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.
- > SA Health Respectful Behaviour (including management of bullying and harassment) Policy.
- 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

- 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.
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > 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 position is primarily located at Barossa Hills Fleurieu Local Health Network, but the incumbent maybe required to work from other sites within the BHFLHN including Kangaroo Island Health Service.
- > Must be an Australian Resident or hold a current working visa.
- > Current driver's license and willingness to drive.
- > Access to a reliable, registered and insured (minimum of third party) motor vehicle.
- > Must be contactable by telephone.
- > An employee at Level 3 will be required to perform duties at the lower level.
- Under the Commonwealth Government consumer directed model of care, the funding associated with this role is controlled by consumers, rather than by BHFLHN. This means that consumers can independently determine the shifts that are available, the duties that are performed, the frequency of demand for the service; and the choice of provider organisation.

General

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:

- > Complying with workplace policies and guidelines.
- > Comply with and have a working knowledge and understanding of the requirement for all staff employed in the organisation in regard to confidentiality.
- > Commitment to the continuous improvement in the provision of customer service.

- > Comply with and have a working knowledge and understanding of current Food Safety Standards and current Infection Control Standards policies and procedures.
- > Correctly utilising appropriate personal protective equipment.
- > 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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities		
Undertake duties in	> Responsible for the effective delivery of services to assist individuals to live in their		
accordance with the	homes by:		
philosophy, business	 Performing duties as documented in the service/care plan; 		
practices and policies	Liaising with the coordinator regarding any changes/ issues or concerns raised		
of Barossa Hills	by the client or identified by the Community Support Worker		
Fleurieu Local Health	> Contributing to the client's service reviews.		
Network, and perform	> Establish a professional and caring working relationship with the client, and those		
the following duties	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.		
Under the Consumer Directed Care Model,	> Personal care such as showering, bathing, toileting/continence management, personal hygiene and grooming.		
contribute to the provision of a washing and ironing, sweeping, cleaning bathrooms/toilet areas,			
qualitative care for clients	cooking of basic meals, defrosting refrigerators.		
J	> 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.		
	> Bed making.		
	> Maintenance of mobility/dexterity.		
	> Transfer/lifting, mechanical aids.		
	> Communication/assistance with aids e.g. glasses and hearing aids.		
	> Distribution of clean laundry/personal attire.		
	> Cleaning of equipment, aids, utensils in work area (including personal possessions).		
	> Cleanliness and neatness of clients' environment.		
	> Assist in care of clients with identified special needs or requirements e.g. Pressure areas.		
	> Provide input into client assessment.		
	> Assist in the self-administration of medication on medical authority to client and		
	under the direction of an appropriate clinical professional.		
	 Assist with the provision of routine treatments and procedures. Other delegated tasks as determined under individual care plans may be required 		
	 Other delegated tasks as determined under individual care plans may be required within the designated scope of practice. 		
	> Provision of in-home services consistent with the duties defined by this stream.		
Contribute to the	> Working within a multi-disciplinary team.		
efficient and effective	> Safely and effectively carry out own role and responsibilities relating to the		
operation of the health	implementation of a care and service plan.		
unit	> 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.		
Demonstrates and	> Undertaking training as required and maintaining required skills and knowledge		
maintains a satisfactory	applicable to the role.		
knowledge and skill	> BHFLHN supports staff to further develop their skills across a variety of areas.		
base to perform role	Ongoing education is encouraged and enables staff to provide quality and responsive services to consumers.		

Compliance with workplace Health and Safety requirements	 Participating and engaging in workplace health and safety procedures. Adhere to relevant WHS requirements including infection control and hand hygiene, reporting of incidents and near misses, safe operation of workplace equipment and manual handling. Maintenance of patient/consumer/resident confidentiality.
Contribute to a positive and safe work environment and culture of continuous improvement	 Support and actively participate in a positive and safe work environment. Contribute to the development of structures, systems and work processes that promote continuous improvement of services and optimal communication outcomes. Actively participate and contribute to a positive team culture that supports innovation and new ways of working and communicating to ensure communication services meet agreed quality and performance standards.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

Ni

Personal Abilities/Aptitudes/Skills

- > Ability to engage with Aboriginal community/consumers in a culturally appropriate manner and a willingness to undertake further training in this manner.
- > The ability to work every day displaying the BHFLHN Values of trust, respect, integrity, collaboration and kindness.
- > Ability to adapt to various settings and relate to all levels of management, staff, and patients/consumers/residents.
- > Ensure confidentiality is considered in every aspect of your role. For example, recognising that the information obtained whilst performing your tasks and/or where you observe members of the public attending the Health service that this information must be kept confidential and not shared in the community.
- > Must be reliable and have a flexible approach to working hours to accommodate team rostering practices.
- > Must demonstrate effective written and verbal communication and interpersonal skills to enable effective communication with people from a variety of cultural and linguistic backgrounds and experiences.
- > Proven ability to work effectively and respectfully in a team environment and contribute to a cohesive, positive, and motivated organisational culture.
- > Ability to provide assistance and co-operation to other staff.
- > Proven ability to meet deadlines and timeframes, perform well under pressure and work with general supervision.
- > Demonstrated commitment to provide quality, compassionate and kind consumer centred care that meets the individual needs of the patient/resident.
- > Demonstrated ability to provide assistance and co-operation to other staff.
- > Demonstrated ability to perform work of a general nature under supervision.

Experience

- > Experience in exercising own judgment and initiative in the day-to-day execution of a position.
- > Experience in the use of computer software such as Microsoft Office Suite Outlook, Word, Excel etc.
- > Demonstrate competency in the use of a Mobile phone, including identified apps.
- > Experience working with Aboriginal consumers.

Knowledge

- > Employees must understand their responsibility to maintain the integrity, confidentiality and security of official information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only access and/or release information in accordance with the requirements of their role, relevant legislation, industrial instruments, policy, or lawful and reasonable direction.
- > Understand the principles of enablement and the concept of 'doing with' rather than 'doing for'.
- > General understanding of Aboriginal culture and a willingness to undertake further training in this area.
- > Knowledge of safe working conditions.
- > Knowledge and understanding of the Occupational Health, Safety and Welfare Act and Risk Management principles.
- > Knowledge and commitment to customer service principles.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > A current first aid certificate.
- > Certificate IV in Disability.

Personal Abilities/Aptitudes/Skills

> Nil

Experience

> Limited experience working with aged, frail or disabled persons in a community/hospital setting.

Knowledge

- > A knowledge of Equal Employment Opportunity legislation.
- > 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:

Barossa Hills Fleurieu Local Health Network has an employed workforce of over 3000.

The LHN encompasses country hospitals and health services that provide support and services to approximately 12% of the South Australian population.

The region is an area of significant population growth for South Australia. Our sites and services are located at Mt Barker, Gawler, Victor Harbor (Southern Fleurieu), Strathalbyn, Kingscote, Mt Pleasant, Angaston, Tanunda, Gumeracha, Eudunda and Kapunda. The LHN has 11 public hospitals, 6 aged care facilities and an extensive range of community-based services.

A range of clinical services are delivered including Acute care, Medical, Accident and Emergency, Surgery, Birthing and Midwifery, Specialist Consultancy, Renal Dialysis, Chemotherapy, Transfusions, Rehabilitation, Residential Aged Care, Respite Care, Transitional Care Packages, Aboriginal Health, Mental Health, Allied Health, Community Health (Country Health Connect), Community Nursing, Palliative Care, Community Home Support Packages and Home Modifications.

The Rural and Remote Mental Health Service at Glenside, Adelaide, provides services to the region with a team including psychiatrists, psychologists, social workers, occupational therapists and mental health nurses. There are also specialist youth mental health clinicians and access to specialist older persons mental health services.

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

I acknowledge that the role I currently occupy has the delegated authority to authorise this document. Name: Role Title: Date: Signature:

Role Acceptance

Role Description Approval

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.

values of OATIcaliti as described with	ann and addament.
Name:	
Date:	Signature: