


JOB DESCRIPTION	Support Worker overview
Job overview	Support Workers are responsible for providing home-based assistance to aged and disabled community members and their carers. Services include: Domestic (household cleaning); Meal preparation; All aspects of personal care including showering, dressing and grooming; Respite and community access including shopping, banking, attending appointments and accessing leisure activities.
Environment	The variety of tasks completed by a Support Worker expose them to a wide range of environments within the consumer home including bathroom, shower and bedroom and kitchen. Staff can complete tasks in confined spaces, wet/slippery environments and poorly lit environments dependent on the consumers home. Staff may work with a number of consumers concurrently, in a number of different locations and need to travel between these in their personal vehicle on a regular basis. Staff may also complete tasks at external facilities including shopping centres, medical centres and leisure facilities exposing them to a wide variety of environmental conditions.
Psychosocial demands	Support Workers work in close contact with consumers who may be elderly, disabled or ill and will require varying levels of support in carrying out general home management tasks. Staff require high levels of communication, empathy and attention to detail. Decision making, time management and multi-tasking are also important. Staff may engage and communicate with family members and may be exposed to aggression and frustration. Tasks completed are part of a designated workflow.
Shifts	Staff are employed on a part time basis, completing designated shifts between Monday and Friday, 8am to 4pm. Staff complete a minimum of 10 hours per week. In any one shift, staff may complete a maximum of 5 hours of domestic tasks.
Equipment	Cleaning cloths, bucket, lightweight long handled strip mop, dry mop, replacement cloths for flat mop, vacuum cleaner, kneeling pad, approved cleaning chemicals.
PPE	Disposable/pink rubber gloves, dust mask and ear plugs, aprons

<p>Overall Physical Demand Rating:</p>  <p>MEDIUM</p>	<p>MEDIUM</p> <p>Manual handling 9-22.7kg occasionally or 4.5-11.4kg frequently, or up to 4.5kg constantly to move objects. Physical demand requirements are in excess of those for Light work.</p>
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Key: N: Never, **O:** Occasional 1- 33%of 8hr work day, **F:** Frequent 34-66%, **C:** Constant 67-100%, **MH:** Manual Handling

Postural Tolerance	N	O	F	C	Comments	Manual Handling	N	O	F	C	Comments
Stand				x	Moving frequently. Up to 45 minutes at one time. Up to 8 hours total per day. Variety of surfaces.	Lift			x		Average lifting of up to 2kg. Maximum lifting up to 10kg. Majority of lifting completed below shoulder height. Occasional lifting 15kg of wheel chairs.
Walk				x	Up to 45 minutes at one time. Up to 8 hours total per day. Variety of surfaces.	Carry			x		Majority of lift and carry over short distance (<5m). Occasional lift and carry objects weighing up to 10kg up to 50m.

Squat		x	Squat or lunge movement recommended to complete floor level tasks, such as cleaning and dressing assistance.	Push/Pull		X	Large wheeled objects such as wheelchairs and trolleys. Push/pull motion for tasks such as mopping and vacuuming. Assistance for client transfers using slip sheets
Bend forward		x	Cleaning tasks such as toilets, baths, showers and dressing/grooming assistance. Minimised through recommended movements such as squat and lunge.	Forward reach		x	Dependent on access to area for required task such as cleaning showers, wiping mirrors and unpacking groceries.
Sit		x	Occasionally during respite care for up to 30 minutes. Driving between consumers' homes	Grip/Grasp		x	Sustained gripping for up to 5 minutes maximum of light objects. Infrequent gripping of large or heavy objects for less than 10 seconds.
Kneel		x	For cleaning and other ground level tasks if preferred by staff member.	Driving		x	Average trip duration of 5 to 30 minutes. SW staff may drive up to 100km per day dependent on number of consumers.
Trunk twist		x	Whilst completing cleaning/cooking tasks such as sweeping, mopping and wiping down surfaces.	Bilateral upper limb movements		x	Frequent and repetitive for majority of tasks.
Cognitive demands	Yes	No	Comments	Cognitive demands	Yes	No	Comments
Memory	x		Able to recall information and workflow from /service requests/task lists and care plans	Colleague interaction	x		Work with another staff member for high-care clients. Frequent communication with supervisors and rostering team.
Concentration	x		Sustained concentration while driving.	Consumer interaction	x		Constant interaction, often in close contact with clientele.
Abstract thinking		x	Workflow dictated by service and consumer requests.	Fast paced work		x	Workload fluctuates, however service provision duration adequate for assigned tasks.
Decision making	x		In communication / collaboration with consumers and office staff about ongoing service requirements and any recommendations for changes.	Numeracy and literacy skills	x		Reporting on attendance, completion of task lists and on suggested changes to services, consumer concerns, cash handling and recording of travel kms
Comprehend and follow instruction	x		Reading rosters, following care plans, liaising with consumers and office staff	Work autonomously or within team	x		Both dependent on service requirements.

Main Duties



Figure 1: Toilet cleaning



Figure 2: Vacuum cleaning



Figure 3: Dressing

Duties outline: *Home care*

Cleaning, disinfecting and deodorising kitchens, bathrooms and toilets (Figure 1); Vacuuming floors; Sweeping and mopping of tiled, vinyl, timber and concrete floors; Tidying rooms, emptying wastepaper bins and removing refuse and recyclable material; Dusting, cleaning and polishing furniture and other homewares.

Key Physical Demands: Constant standing and walking, frequent and repetitive bilateral upper limb use, frequent squatting/lunging or kneeling for certain tasks, twisting of the body or neck is occasionally required.

Key Cognitive demands: Sustained focus, attention to detail, and recording and reporting of information.

Key Environmental considerations: Confined spaces, wet/slippery environments varying surfaces and close contact with approved cleaning products


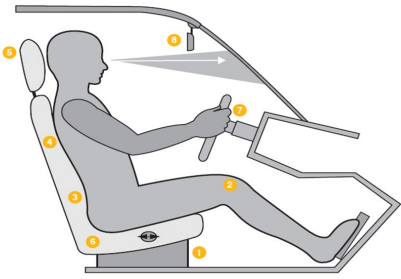

Duties outline: *Personal care*

Accompanying aged and disabled persons during daily activities: Assist to transfer in and out of bed; Dressing and undressing (Figure 3); Showering and drying; Grooming; Toileting; Serving meals.

Key Physical Demands: Constant standing and walking, frequent and repetitive bilateral upper limb use, frequent squatting/lunging or kneeling for certain tasks, twisting of the body or neck is occasionally required;

Key Cognitive demands: Sustained focus, attention to detail, communication, recording and reporting of information.

Key Environmental considerations: Confined spaces, wet/slippery environments varying surfaces, close contact with consumers

 <p>Figure 4: placing groceries in car</p>	<p>Duties outline: <i>Community access</i></p> <p>Driving consumers to and from appointments and facilities, up to 30 minutes at a time; Guiding and assisting client to safely enter and exit the vehicle; Retrieving and positioning mobility aids from car for consumer; Walking with and supervising consumer to ensure safety; Occasional: independently complete grocery shopping (Figure 4) on behalf of client and deliver to their property.</p> <p>Key Physical Demands: Driving up to 30 minutes at a time, Bending/twisting of body, lifting up to 10kg from approximately waist to chest height.</p> <p>Key Cognitive demands: Sustained focus and concentration (driving), communication, recording and reporting of information.</p> <p>Key Environmental considerations: Exposure to traffic and other environmental variables.</p>
 <p>Figure 5: Driving position</p>	<p>Duties outline: <i>Driving</i></p> <ul style="list-style-type: none"> • Driving personal vehicle (Figure 5) between consumer homes or during the course of the above services; • Average driving duration approximately 15 minutes. <p>Key Physical Demands: Sustained sitting for up to 30 minutes at a time, repetitive neck movements, bilateral upper limb fine motor movements and control, bilateral sustained gripping, bilateral or right lower lower limb movements.</p> <p>Key Cognitive demands: Sustained focus/concentration, decision making and judgement, attention to detail, communication.</p> <p>Key Environmental considerations: Exposure to varying environmental conditions in vehicle including traffic, road noise, variable temperatures.</p>
 <p>Figure 6: Completing checks</p>	<p>Duties outline: <i>Administrative Duties and Client Welfare</i></p> <p>Read and review service provision requirements; Log all travel; Complete WHS checks and welfare checks with consumers. Provide written reports and observations regarding consumer concerns.</p> <p>Key Physical Demands: Sustained sitting for up to 30 minutes at a time, bilateral upper limb movements, bilateral sustained gripping. Encouraged to sit with upright posture.</p> <p>Key Cognitive demands: Sustained focus/concentration, decision making and judgement, attention to detail, communication.</p> <p>Key Environmental considerations: Exposure to varying environmental conditions in vehicle including traffic, road noise, variable temperatures.</p>

Task Modifications available	
Physical modifications	Able to alternate posture to suit personal preferences. Regular postural breaks recommended. Able to work in buddy system if physical restrictions are required.

Cognitive modifications	Option to be relocated at request of the consumer or staff member where a conflict is present. Managerial support available.
Environmental modifications	Can be considered where there may be a WHS issue.