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SA Health Job Pack

Job Title	Community Support Worker – Disability (Riverland)
Eligibility	Open to Everyone
Job Number	873582
Applications Closing Date	18 September 2024
Region / Division	Riverland Mallee Coorong Local Health Network
Health Service	Riverland – Community
Location	Riverland Region, Berri
Classification	WHA4
Job Status	Temporary Part Time (multiple contracts)
Salary	\$1,128.60 - \$1,140.30 per week (pro rata)

Contact Details

Full name	Julie Brand
Position	Community Care Coordinator
Phone number	08 8580 4161
Email address	julie.brand@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:

- Working with Children Check (WWCC) - **DHS**
- 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 A (direct 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 A (direct 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, qualifications 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 - Disability
Classification	Health Ancillary Employee Level 4 (WHA4)
Local Health Network	Riverland Mallee Coorong Local Health Network Inc
Business Unit	Riverland - Community
Type of Appointment	<input type="checkbox"/> Ongoing <input checked="" type="checkbox"/> Temporary <input type="checkbox"/> Casual
Criminal History Clearance Requirements	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NDIS Worker Screening
Immunisation Risk Category	<input checked="" type="checkbox"/> Category A <input type="checkbox"/> Category B <input type="checkbox"/> Category C

Summary of the broad purpose of the role

The Regional Local Health Networks moved to 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.

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.

Riverland Mallee Coorong Local Health Network Inc supports staff to further develop their skills across a variety of areas. Ongoing education is encouraged and enables staff to provide quality and responsive services to consumers.

Reporting/Working Relationships

The Community Support Worker is accountable to their line manager and works in close collaboration with Community Health/Residential Aged Care professionals as part of a multi-disciplinary team. This role has direct contact with the consumer, their family/advocates, and potentially other service providers.

OFFICIAL

Essential Criteria

- Certificate 3 in Individual Support (Ageing, Disability or Home and Community)
- Current drivers' licence and willingness to drive
- Current police clearances (refer police check clause)
- Contactable by telephone
- Access to a reliable, registered and insured (minimum of third-party insurance) motor vehicle

Desirable Qualifications

- A current first aid certificate
- Certificate 4 in Disability

Key Outcomes and Activities

Undertake duties in accordance with the philosophy, business practices and policies of Riverland Mallee Coorong Local Health Network Inc, and perform the following duties:

- Responsible for the effective delivery of services to assist individuals to live in their homes by:
 - Performing duties as documented in the service/care plan
 - Liaising with the coordinator regarding any changes/ issues or concerns raised by the client or identified by the Community Support Worker
 - Contributing to the client's service reviews
- Establish a professional and caring working relationship with the client, and those involved in their care, to build trust and encourage the free flow of information as circumstances change.
- Identify and/or provide diversional therapy needs of individuals and/or groups in accordance with established programs.
- Recognise and promptly record and report general observations and changes in the health and functional status of the client to the coordinator.
- Complete routine documentation in accordance with established policies and procedures including appropriate risk assessments of a client's home.
- Set up, program and operation of machinery, equipment and/or facilities, and recording systems including computerised systems to support the delivery of the program.
- Engage in and assist in the provision of 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.

An employee at Level 4 will be required to perform duties at the lower level.

Specialist experience and skills

Experience in the provision of a direct care service in a health-related field and experience in dealing with aged, frail, or disabled persons.

A proven ability to implement detailed directions and procedures and determine and appraise methods of work organisation.

Under the Consumer Directed Care model tasks undertaken may include the provision of personal care such as showering, bathing, toileting/continence management, personal hygiene, and grooming. Household support includes vacuuming, dusting, polishing, washing floors, washing, and ironing, sweeping, cleaning bathrooms/toilet areas, changing of bed linen and making beds, preparation and cooking of basic meals, defrosting refrigerators. 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. Assistance with specified needs e.g., pressure areas and self-administration of medication, under the direction of an appropriate clinical professional.

Other delegated tasks as determined under individual care plans may be required within the designated scope of practice.

Judgement and decision making

Safely and effectively carry out own role and responsibilities relating to the implementation of a care and service plan.

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 must demonstrate proven experience in exercising their own judgement and initiative in the day-to-day execution of their work. Further support is available from supervisors/managers as needed.

Communication / Interpersonal skills

- Proven ability to work well within a team environment and provide assistance and guidance within their level of expertise to other staff.
- Possess sound interpersonal and communication skills including active listening skills, and the ability to relate to people from different cultures, backgrounds, and circumstances.
- Proven ability to meet deadlines and timeframes, use discretion and maintain strict confidentiality.
- Demonstrated ability to perform under limited direction.
- Possess patience, flexibility, resilience, and a solution focussed approach.
- Be dependable, reliable, and respectful towards clients/carers/family members and colleagues.
- Willingness to develop further skills and experience by undertaking training as appropriate.

Knowledge

- Commitment to customer service and consumer directed care principles.
- Understand the principles of reablement and the concept of 'doing with' rather than 'doing for'.
- Knowledge and understanding of the Occupational Health, Safety and Welfare Act and Risk Management principles.
- Understand and respect the need to engage and encourage the consumer to participate and make decisions when planning their care/setting goals.

Criminal History Checks

- 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 National Police Certificate (NPC).
- Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- 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 or from an accredited CrimTrac Provider confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- Prescribed positions under the National Disability Insurance Scheme (NDIS) Act 2013 must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- NPCs must be renewed every 3 years thereafter from date of issue.
- WWCCs and NDIS Worker Screening Checks must be renewed every 5 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.
- Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

Special Conditions

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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 SA Health values and strategic directions.

Confidentiality and Handling of Official Information

- 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

Riverland Mallee Coorong Local Health Network (RMCLHN) welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. RMCLHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

General Requirements

- Comply with all workplace policies and guidelines
- Contributing to the development and implementation of departmental strategic directions and plans.
- Commitment to the continuous improvement in the provision of customer service.
- 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.

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 Wellbeing.

The legal entities include but are not limited to Department for Health and Wellbeing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern 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:

Riverland Mallee Coorong Local Health Network aspires to be the best provider of rural and remote health services in Australia. RMCLHN, through the inspiration and hard work of its people, delivers high quality and innovative health services to improve health outcomes for country South Australians.

RMCLHN delivers a comprehensive range of health services in hospital and community settings according to population needs. It focuses on integrating its service delivery with metropolitan hospitals and other service providers in country locations. The safety and quality of health services in country South Australia is of primary importance. RMCLHN participates in rigorous national accreditation processes and engage local community members to provide insight and knowledge of the needs of consumers and potential strategies to achieve the best service.

RMCLHN Values

The values of RMCLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > **Respectful** - We treat everyone as equals and value each other's sense of worth.
 - > **Motivated** - We are driven to excel and provide the best quality care to our consumers and communities, when and where they need it.
 - > **Compassionate** - We take care of others and act with kindness, empathy, patience and understanding, in all that we do.
 - > **Consumer Focused** - We partner and collaborate with consumers, their families, carers and communities, to ensure the planning, delivery and evaluation of our health services is tailored to their needs.
 - > **Accountable** - We are dedicated to fulfilling our duties and obligations as a public health service, and endeavour to act with honesty and integrity in all that we do.
 - > **Resourceful** - We are agile, adaptable and able to deal skilfully, creatively and promptly with new situations and challenges.
 - > **Excellence** - We strive to continually improve and redefine processes, exceed standards and expectations, and deliver access to high quality contemporary care for people in our communities.
 - > **Service** - We serve people and our communities courteously, fairly and effectively.
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Integrity Statement

As a public sector employee, you have the 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.

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 and RMCLHN's 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: _____

Date: _____

Signature: _____

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of RMCLHN as described within this document.

Name: _____

Signature: _____

Date: _____