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SA Health Job Pack

Job Title	Community Support Worker
Eligibility	Open to Everyone
Job Number	863557
Applications Closing Date	19 April 2025
Region / Division	Eyre and Far North Local Health Network
Health Service	Coober Pedy Community and Allied Health
Location	Coober Pedy
Classification	WHA4
Job Status	Casual (up to 12 months)
Salary	\$29.11 - \$29.42 per hour + 25% casual loading

Contact Details

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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
Classification Code	WHA4
Position Number	P23393
Local Health Network	Eyre and Far North Local Health Network Inc.
Hospital / Service / Cluster	Coober Pedy Community & Allied Health
Department/Section / Unit/ Ward	Home Support
Role reports to	Program Coordinator, Home Support
Role Created/ Reviewed Date	Reviewed April 2024
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 Please click here for further information on these requirements
Immunisation Risk Category	Category A (Direct Contact with blood or body substances) Please click here for further information on these requirements

ROLE CONTEXT

Primary Objective(s) of role:

Eyre and Far North LHN has 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 within the decision making regarding 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, medication support, 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.

Direct Reports:

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

Key Relationships/ Interactions:Internal

- > May require the setup, program and operation of machinery, equipment and/or facilities, and recording systems including computerised systems
- > An ability to determine and appraise methods of work organisation
- > Implementation of detailed directions and procedures
- > Provide assistance and guidance within their level of expertise to other employees
- > Assist in the provision of on-the-job training
- > Tasks performed are relevant to a particular worksite or location and are performed either as an individual or team member.

External

- > Report and record on general observations of individual clients
- > Complete routine documentation in accordance with established policies and procedures
- > Identify diversional therapy needs of individuals and/or groups
- > Provision of diversional therapy to individual and/or groups in accordance with established programs
- > Complete routine documentation in accordance with established policies and procedures including appropriate risk assessments of a client's home

Challenges associated with Role:

Challenges and opportunities associated with this role include:

- > The Community based ageing and disability sector is experiencing many changes and teams are required to be adaptive and agile as they plan to meet the new market driven demands.
- > Under the Consumer Directed model teams are asked to design and deliver goal-based services to best meet consumer need and choice, whilst understanding and respecting client choice.
- > Respecting and acknowledging the cultural and linguistic needs of clients is essential to delivering a service that best meets clients' needs and ensures equitable access to health information when required.

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 Eyre and Far North Local Health Network Inc. 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, Policies and Procedures 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.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > Independent Commissioner Against Corruption Act 2012 (SA).
- > SA Information Privacy Principles.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009 (SA)*, *Health Care Act 2008 (SA)*, 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.
- > Health Practitioner Regulation National Law (South Australia) Act 2010.
- > *Mental Health Act 2009 (SA)* and Regulations.
- > *Controlled Substances Act 1984 (SA)* and Regulations.
- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time.
- > SA Health / Eyre Far North LHN policies, procedures and standards.

Confidentiality and 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:

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

Special Conditions:

- > The position is primarily located in Coober Pedy, but the incumbent may be required to work from other sites within the Local Health Network area.
- > Current drivers' licence and willingness to drive.
- > Access to a reliable, registered and insured (minimum of third-party insurance) motor vehicle.
- > 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 Working 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.
- > 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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Outcomes and activities	<ul style="list-style-type: none"> Undertake duties in accordance with the philosophy, business practices and policies of Eyre and Far North LHN, and perform the following duties: Responsible for the effective delivery of services to assist individuals to live in their own homes by: <ul style="list-style-type: none"> 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. 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.
Specialist experience and skills	<ul style="list-style-type: none"> 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. 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 selfadministration 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	<ul style="list-style-type: none"> 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 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.
Communication/Interpersonal skills	<ul style="list-style-type: none"> Proven ability to work well within a team environment and provide assistance and co-operation to other staff. Possess effective interpersonal and communication skills including active listening skills, and the ability to relate to people from different cultures, backgrounds and circumstances.

OFFICIAL

	<ul style="list-style-type: none">• Proven ability to meet deadlines and timeframes, use discretion and maintain strict confidentiality.• Ability to perform work of a general nature under supervision.• 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	<ul style="list-style-type: none">• 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
Development	<ul style="list-style-type: none">• Eyre and Far North LHN 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.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Completed Certificate III or higher in Individual Support. (Aged Care, Disability or Home and Community)

Personal Abilities/Aptitudes/Skills:

- > Proven ability to work well within a team environment.
- > Sound interpersonal and communication skills and the ability to relate to people from different cultures, backgrounds and circumstances. • Ability to use discretion and maintain strict confidentiality.
- > Proven ability to meet deadlines and timeframes.
- > Ability to provide assistance and co-operation to other staff. • Demonstrated ability to perform under limited direction.

Experience

- > Proven experience in exercising own judgment and initiative in the day-to-day execution of a position.
- > Experience in the provision of a direct care service in a health-related field.
- > Experience in dealing with aged, frail or disabled persons.
- > Experience in the use of computer packages e.g. Microsoft Word, Excel.

Knowledge

- > Knowledge of safe working conditions.
- > Knowledge and commitment to customer service principles.
- > An understanding of the spirit of the principles of the Premier's Safety Commitment and the legislative requirements of Risk Management standard, Equal Employment Opportunity and Occupational Health, Safety and Welfare legislation.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > A current first aid certificate

Personal Abilities/Aptitudes/Skills:

- > Nil

Experience

- > Nil

Knowledge

- > 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 Wellbeing.

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, 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 Goals and Strategies:

The achievement of key SA Health goals, directions and strategies are articulated within the following:

- > South Australian Health and Wellbeing Strategy 2020-2025
- > State Public Health Plan 2019-2024
- > SA Health Strategic Clinical Services Plan 2021-2031
- > SA Mental Health Services Plan 2020-2025
- > SA Health Clinical Services Capability Framework

Eyre and Far North Local Health Network:

Our Local Health Network (LHN) is responsible for the planning and delivery of hospital and health services over 337,626 square kilometres, taking in the Eyre Peninsula, western part of South Australia and north of Coober Pedy. It supports approximately 40,000 people.

Services provided within the Eyre and Far North region include accident and emergency, day and inpatient surgery, Aboriginal health, mental health, obstetric services, chemotherapy, renal dialysis, community and allied health, and aged care and disability services.

We have Health facilities located within Port Lincoln, Tumby Bay, Cummins, Lock, Elliston, Streaky Bay, Wudinna, Kimba, Cleve, Cowell, Ceduna and Coober Pedy.

The health units within the Eyre and Far North LHN have dedicated and experienced staff who strive to meet the needs of the community by providing the highest level of health care.

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.

EFNLHN Values

The values of EFNLHN express the type of conduct required by our employees to further our vision to be a trusted provider of accessible, responsive, and innovative health, disability, and aged care services to support the wellbeing of our diverse communities.

Accountability	Connected	Respect	Caring
✓ We value taking responsibility for all that we do	✓ We value being part of our local community and our LHN community	✓ We value every individual and their uniqueness	✓ We value providing compassionate care to those who need it
✓ We value acting with integrity when striving to achieve our goals	✓ We value listening and collaborating with others	✓ We value being considerate and kind to ourselves and others	✓ We value putting our consumers at the centre of everything we do
✓ We value following through on what we say we will do	✓ We value two-way communication	✓ We value the diversity of our communities and the people in them	✓ We value taking the time to understand our consumers and their needs

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

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: