

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Home Help
Position Number:	505912
Classification:	Health Services Officer Level 3
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals South - Home and Community Care
Position Type:	Permanent, Full Time/Part Time
Location:	South
Reports to:	Manager Home Care South
Effective Date:	March 2019
Check Type:	Annulled
Check Frequency:	Pre-employment and Recurrent
Desirable Requirements:	Current Driver's Licence Certificate III in Individual Support or other relevant qualification

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

Function effectively as a health team member under the guidelines of the Home and Community Care Program and the Commonwealth Home Support Programme (CHSP) guidelines.

Provide home help services to clients in their own homes.

Establish and maintain communication and accurate record keeping.

Duties:

1. Provide essential household duties as assessed and documented in client care plans. These duties can include but are not limited to general cleaning, vacuuming, washing and ironing.
2. Provide feedback to Home Care South concerning significant changes in client health or circumstances.

3. Maintain accurate work records and complete documentation as required.
4. Maintain effective communication with clients, home care personnel and other service providers as required.
5. Undertake staff development activities and mandatory training as directed.
6. Undertake duties within Work Health and Safety (WH&S) guidelines.
7. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Key Accountabilities and Responsibilities:

The Home Help works under general supervision and direction from the Manager Home Care South and is responsible for:

- Providing a high standard of home help service.
- Promoting wellness and reablement.
- Providing a positive image of the service to the public.
- Maintaining client confidentiality.
- Maintenance of a high standard of hygiene and cleanliness in practice and personally.
- Maintaining communication and accurate recording keeping
- Providing feedback on significant changes to a client's circumstances
- Where applicable, exercising delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Complying at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.
- Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. *The following checks are to be conducted:

- I. Conviction checks in the following areas:
 - a. crimes of violence
 - b. sex related offences

- c. serious drug offences
 - d. crimes involving dishonesty
2. Identification check
 3. Disciplinary action in previous employment check.

** as required by CHSP, occupants of this role are required to undertake a conviction check assessment every three years.*

Selection Criteria:

1. Demonstrated knowledge of and experience in performing domestic duties for the aged and/or disabled within their own home.
2. Understanding of confidentiality and rights of clients.
3. Ability to establish and maintain effective written and verbal communication with clients and Community Health team members, and the ability to work harmoniously as a member of a team.
4. Ability to work competently with minimal supervision.
5. Well-developed organisational and time management skills with the ability to exercise initiative and judgement
6. Knowledge of WH&S principles relevant to the position.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).