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SA Health Job Pack

Job Title	Community Support Worker
Eligibility	Open to Everyone
Job Number	836582
Applications Closing Date	7 July 2024
Region / Division	Eyre and Far North Local Health Network
Health Service	Cowell Community Health Services
Location	Cowell
Classification	WHA4
Job Status	Ongoing Part Time (More than one position available)
Salary	\$1,106.10 - \$1,117.80 per week (pro rata)

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 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, 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:	WHA-4
LHN/ HN/ SAAS/ DHA:	<input type="checkbox"/> Barossa Hills Fleurieu Local Health Network <input checked="" type="checkbox"/> Eyre and Far North Local Health Network <input type="checkbox"/> Flinders and Upper North Local Health Network <input type="checkbox"/> Limestone Coast Local Health Network <input type="checkbox"/> Riverland Mallee Coorong Local Health Network <input type="checkbox"/> Yorke and Northern Local Health Network
Business Unit:	Cowell Community Health Services
Type of Appointment:	<input type="checkbox"/> Casual Term: <input type="checkbox"/> Temporary Term: <input checked="" type="checkbox"/> Permanent/Ongoing
Criminal History Clearance Requirements:	<input type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NDIS Worker Check <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups
Immunisation Risk Category	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

Summary of the broad purpose of the role

The Eyre and Far North Local Health Network 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 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.

The 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.

Reporting/Working Relationships

The Community Support Worker is accountable to the Fiona Pfeifer Operations Manager Country Health Connect 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.

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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 E&FN LHN, 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.

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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.

Police Checks

- 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 Children's Protection Act (1993) must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion (DCSI).
- 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 working in Aged Care.
- Prescribed Positions will also require a NPC general probity clearance.
- Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue.

Special Conditions

- The position is primarily located at Cowell but the incumbent maybe required to work from other sites with in E&FN LHN area.
- Must be an Australian resident or hold a current working visa.
- The incumbent will be required to enter into an Annual Performance Review and Development Plan for the achievement of specific, service or program outcomes.
- Current driver's license and willingness to drive.
- Must be flexible and willing to participate in a 7 day roster working varied hours/shifts across different settings.

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- Under the Commonwealth Government consumer directed model of care, the funding associated with this role is controlled by consumers, rather than by E&FN LHN. 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. The offer of further employment is therefore subject to consumer choice.
- Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

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

The Eyre and Far North LHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. The Eyre and Far North LHN 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.
- > The position is primarily located at Cowell but the incumbent maybe required to work from other sites within EFNLHN.
- > The incumbent must be an Australian resident or hold a current working visa.
- > The incumbent will be required to enter into an Annual Performance Review and Development Plan for the achievement of specific, service or program outcomes.
- > Current driver's license and willingness to drive.
- > Must be flexible and willing to participate in a 7 day roster working varied hours/shifts across different settings.

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- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

General Requirements

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:

- Comply with all SA Health, EFNLHN and workplace Policies, Procedures and Guidelines.
- Comply with and have a working knowledge and understanding of the requirement for all staff employed in the organisation in regards to confidentiality.
- 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 contributing to cultural awareness and attending 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 Work Health Safety by adhering to the provisions of relevant legislative requirements.*

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.

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, 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, international 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.

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, Cowell, 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 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:

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

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.

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.

Aboriginal 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. I understand that the information contained herein is not to be interpreted as a comprehensive list of all duties, responsibilities and qualifications require of employees assigned to this role.

Name:

Signature:

Date