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SA Health Job Pack – Casual Pool

Job Title	Community Support Worker
Eligibility	Open to Everyone
Job Number	833010
Applications Closing Date	30 June 2024
Region / Division	Yorke and Northern Local Health Network
Health Service	Community and Allied Health
Location	Peterborough/Orroroo/Booleroo
Classification	OPS2
Job Status	Casual (up to 30 June 2024)
Salary	\$29.13 - \$31.34 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:	OPS2
Stream:	Community and Allied Health
Position Number	P23618
Local Health Network	Yorke & Northern Local Health Network Inc
Business Unit	Yorke & Northern Community & Allied Health
Department/Section / Unit/ Ward	Healthy Ageing Team Northern
Type of Appointment	<input type="checkbox"/> Ongoing <input type="checkbox"/> Temporary <input checked="" 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 Please click here for further information on these requirements
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)

ROLE SPECIFICATION

Summary of the broad purpose of the role in relation to the organisation's goals

- > Provide appropriate services in the community which promotes independence and supports clients in their home
- > Provides high quality direct personal care to clients which includes but is not limited to; hygiene, nutrition, social support, dressing and mobilisation according to care plans and within the boundaries of education and training undertaken
- > The role supports clients and liaises closely with the client, carers Home-Based Services Coordinator, Enrolled Nurses, RN Clinical Lead and other members of the multidisciplinary team regarding care plans/ support plans and review of client's needs.

Reporting/Working Relationships

The Community Support Worker is responsible directly to the Home Based Services Coordinator on a day to day basis and ultimately responsible to the Healthy Ageing Team Leader (Northern). Maintains cooperative and productive working relationships with all members of the health care team and consumers.

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

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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

Yorke & Northern Local Health Network Inc welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge, and life experiences they bring to the workplace. This LHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

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 Yorke and Northern LHN values and strategic directions.

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 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 confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- > Prescribed positions under the Disability Services Act 1993 must obtain a satisfactory Disability Services Employment Screening through the Department of Human Services (DHS) Screening Unit
- > NPCs and DHS Disability Services Employment Screenings must be renewed every 3 years thereafter from date of issue.
- > WWCCs must be renewed every 5 years thereafter from date of issue.
- > The position is primarily based at Port Pirie however the incumbent will be required to travel to other locations within Yorke and Northern LHN.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- > Must be an Australian Resident or hold a current working visa.
- > Current driver's license and willingness to drive is essential.

Statement of Key Outcomes and Activities

Contribute to Community Home Support

- Assisting in the development of care plans/ support plans with the Client/ carers Home Based Services Enrolled Nurses, Home Based Services Coordinator, Clinical Lead or other members of the multidisciplinary team.
- Communicate effectively with clients, recognising and respecting individual differences, backgrounds and beliefs.
- Monitoring the wellbeing of clients and reporting any concerns, completion of AWACCS tools as and escalation of care as appropriate.
- Assisting clients with personal care including skin care, showering, dressing, toileting and grooming.
- Promoting client independence in mobility and transfer by applying therapeutic interventions (such as an exercise program for balance or strength) as part of a supervised rehabilitation / restorative program.

Contribute to the general housekeeping of clients' homes by:

- Prepare wash, clean, sort, dry, fold, label, iron, pack, laundry, and linen.
- Window cleaning, dusting, vacuuming, sweeping.
- Bed making.
- Cleaning of bathroom and toilets.
- Cleaning of ovens, microwaves, kitchen cupboards.
- Cleanliness and neatness of client's environment.
- Light outside cleaning, sweeping, dusting.
- Undertaking minor sewing repairs (not including making or manufacturing).

Contribute to the general and social support of clients' by:

- Transportation of clients to appointments.
- Accompanied Shopping – transport clients and assist with shopping.
- Unaccompanied shopping – without client – shopping on behalf of client.
- Preparation and serving of meals.
- Assisting the client to maintain adequate social and emotional wellbeing by carrying out activities (such as social support, monitoring the stability of social situations, assisting the client to navigate household responsibilities, external and internal services and systems).

Contribute to the efficient and effective operation of Home Based Service by:

- Providing assistance and co-operation to other employees.
- Managing own time effectively and accept personal responsibility for the completeness and adequacy of activities under the indirect supervision of the Home-Based Services Coordinator
- Effectively liaise with case managers or other appropriate staff and respond as required to needs identified for individuals or groups.
- Demonstrate the ability to work positively within a team and program area to achieve the goals/objectives of the program and team.
- Promote a positive and harmonious work environment within the Healthy Ageing Team and assist team members to achieve service delivery excellence.
- Demonstrate an ability to lead, facilitate and contribute to various committees as required on a program, divisional and organisational basis.
- Problem solve effectively and communicate with people from a diverse range of backgrounds.
- Participate in the orientation programs for new staff.
- Promote and lead the development of procedures which reflect the philosophy of the health service.
- Attending staff meetings as required by the organisation.
- Promote the organisation and develop positive communication networks with appropriate personnel throughout government and private sector organisations.
- Attending team and organisational meetings, participating in strategic planning, and being involved in team projects and activities.

Demonstrates and maintains a satisfactory knowledge and skill base to perform role by:

- Undertaking training as required and maintaining required skills and knowledge applicable to the role.
- Attending staff meetings as required by the organisation.
- Developing positive communication networks with appropriate personnel throughout government and private sector organisations.
- Identifying personal knowledge requirements with supervisor, setting of action plans to achieve the desired outcomes.
- Continuing acquisition of knowledge and competencies through range of education opportunities, training and staff development.

An employee at OPS 2 will be required to perform duties at the lower level.

GENERAL

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:

- > Complying with workplace policies and procedures
- > Comply with and have a working knowledge and understanding of the requirement for all staff employed in the organisation in regard to confidentiality
- > Contributing to the development and implementation of departmental strategic directions and plans.
- > Commitment to the continuous improvement in the provision of customer service
- > Contribute and participate in quality improvement programs and other health service activities to meet service, accreditation and national standards.
- > Contribute to the ongoing monitoring, evaluation and review of services
- > Contributing to holistic care of clients by developing an understanding of the roles of other health care workers to facilitate appropriate referrals and multi-disciplinary teamwork.
- > Comply with and have a working knowledge and understanding of current Food Safety Standards and current Infection Control policies and procedures
- > Correctly utilising appropriate personal protective equipment
- > Regularly participate in personal performance development reviews
- > Ensuring at all times client and carer rights, confidentiality, privacy and dignity are respected by observing organisational policies and procedures.
- > Ensuring that high quality and responsive support services are provided to the community by evaluating performance, seeking feedback from clients and participating in a range of other continuous quality improvement activities.
- > Ensuring cultural sensitivity is maintained by attending and contributes to their learning in diversity of cultural awareness and cross-cultural training, with a frequency to be determined as appropriate by the organisation
- > Providing clients with appropriate resources and information.
- > 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

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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.

PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- Completed AQF Certificate III relevant to Aged Care/Disabilities or equivalent.
-

Personal Abilities/Aptitudes/Skills:

- Proven ability to work well within a team environment.
 - Ability to work in various settings and relate to all levels of staff.
 - Flexible approach to work and rostering systems.
 - Proven ability to meet deadlines and timeframes.
 - Interpersonal and communication skills and the ability to relate to people from different cultures, backgrounds and circumstances.
 - Ability to provide assistance and co-operation to other staff.
 - Demonstrated ability to perform under general direction.
 - Ability to use discretion and maintain strict confidentiality.
 - Effective written, verbal and numeracy skills.
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Experience:

- Demonstrated experience in the provision of a direct care service in a health related field.
 - Demonstrated experience in dealing with aged, frail or disabled persons.
 - Experience in office administration.
 - Experience in working within a team.
 - Competent use of Microsoft Office packages (Word, Publisher, Outlook, Excel, Access and Power Point).
-

Knowledge:

- Knowledge of safe working conditions.
- Knowledge of Aged Care Quality Standards and accreditation
- Knowledge of Quality Improvement techniques.
- Knowledge of Infection Control Standards, including cleaning and sanitizing processes.
- Knowledge and commitment to customer service principles.
- Knowledge of computer packages eg. Microsoft Word, Excel.
- Knowledge and understanding of the Work Health Safety Act and Risk Management principles.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- Completed AQF Certificate III relevant to Aged Care/Disabilities or equivalent.
- A current first aid certificate.

Personal Abilities/Aptitudes/Skills:

- Demonstrated manual handling skills.
- Ability to advocate for staff and clients and to be responsive to consumer feedback.
- Demonstrated ability to share knowledge and skills effectively with others.
- Demonstrated ability to provide motivation and direction in achieving team goals.
- Demonstrated conflict resolution skills.

Experience

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

Knowledge

- Knowledge of safe working conditions.
- Knowledge of Aged Care Quality Standards and accreditation
- Knowledge of Commonwealth Home Support Program, Home Care Package, National Disability Insurance Scheme and other support programs.
- Knowledge of Quality Improvement techniques.
- Knowledge of Aged Care Reform
- Knowledge of Infection Control Standards, including cleaning and sanitizing processes.
- Knowledge and commitment to customer service principles.
- Knowledge of computer packages eg. Microsoft Word, Excel.
- Knowledge and understanding of the Work Health Safety Act and Risk Management principles.

Other Details:

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 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, 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:

Local Health Networks aspire to be the best provider of rural and remote health services in Australia. LHN's through the inspiration and hard work of its people, deliver high quality and innovative health services to improve health outcomes for country South Australians. LHN's deliver 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. LHN's participate 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.

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.

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: