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SA Health Job Pack

Job Title	Community Home Helper - Casual
Eligibility	Open to Everyone
Job Number	857320
Applications Closing Date	14 February 2025
Region / Division	Riverland Mallee Coorong Local Health Network
Health Service	Country Health Connect, Mallee Coorong
Location	Lameroo
Classification	WHA2
Job Status	Casual Contracts available up to 14 February 2025
Salary	\$27.93 - \$28.23 per hour + 25% casual loading

Contact Details

Full name	Sheridan Kulper
Position	Mallee Team Leader
Phone number	8576 4677
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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 Title:	Home Helper
Classification:	WHA-2
Local Health Network:	Riverland Mallee Coorong Local Health Network
Business Unit:	Country Health Connect, Mallee Coorong
Type of Appointment:	<input checked="" type="checkbox"/> Casual Term: to 22 October 2021
	<input type="checkbox"/> Temporary Term:
Police Clearances	<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 Check
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

Riverland Mallee Coorong Local Health Network (RMCLHN) 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 living arrangements.

Under this model of care, the funding associated with the role of the Home Helper 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 Home Helper is integral to supporting this model of care by providing timely, efficient and effective service delivery. Duties may include the preparation and service of meals, general housekeeping cleaning and laundry duties to persons who are aged, frail or disabled in order to maintain their homes at a standard of cleanliness and hygiene that is compatible with them remaining in their homes.

Home Helpers 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.

RMCLHN 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 Home Helper is accountable to the ANUM Outreach Coordinator on a day to day basis and ultimately reports to the Mallee Community Health Team Leader 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.

Essential Criteria

- 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.
- Experience in the areas of domestic tasks, housekeeping and laundry.
- Limited experience in the use of computer packages e.g. Microsoft Word, Excel and email.

Key Outcomes and Activities

Undertake duties in accordance with the philosophy, business practices and policies of RMCLHN, and perform the following duties:

- Responsible for the effective delivery of services to assist individuals to live in their homes by:
 - Working in client's homes without direct supervision,
 - 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 Home Helper,
 - 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.
- 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

Under the Consumer Directed Care model tasks undertaken may include the provision of household support which includes vacuuming, dusting, polishing, washing floors, washing and ironing, sweeping, cleaning bathrooms/toilet areas, changing of bed linen and making beds, shopping for essential supplies from a prepared list, preparation and cooking of basic meals, defrosting refrigerators, rubbish collection, removal and disposal.

Minor gardening tasks may also be required including raking, sweeping and watering.

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. 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 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.
- Proven ability to meet deadlines and timeframes, use discretion and maintain strict confidentiality.
- Ability to perform routine functions under clear and straight forward instruction and follow verbal, written or diagrammatic instructions.
- Possess patience, flexibility, resilience and a solution focussed approach.
- Be dependable, reliable and respectful towards clients/carers/family members and colleagues.
- Undertake training as required and maintain required skills and knowledge applicable to the role.

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

- 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.

Special Conditions

- The position is primarily located at Mallee Community Lameroo) but the incumbent maybe required to work from other sites within Mallee Coorong
- 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.
- Under the Commonwealth Government consumer directed model of care, the funding associated with this role is controlled by consumers, rather than by RMCLHN. 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.

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

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.
- 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 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 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.

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.

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.

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