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## SA Health Job Pack

<b>Job Title</b>	Home Support Worker
<b>Job Number</b>	687294
<b>Applications Closing Date</b>	29/3/19
<b>Region / Division</b>	Country Health SA Local Health Network
<b>Health Service</b>	Whyalla Community Health
<b>Location</b>	Whyalla or Port Augusta
<b>Classification</b>	WHA2 / WHA3
<b>Job Status</b>	Temporary Full-time and Part-time positions available working up to 28/06/2019
<b>Salary*</b>	WHA2 - \$968.00-\$978.70 (per week) / WHA3 - \$989.40-\$1,000.60 (per week)

## 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 Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- Child Related Employment Screening - **DCSI**
- Vulnerable Person-Related Employment Screening - **NPC**
- Aged Care Sector Employment Screening - **NPC**
- General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at [www.sahealth.sa.gov.au/careers](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

## Contact Details

<b>Full name</b>	Deb Pearce
<b>Phone number</b>	8648 8500
<b>Email address</b>	debra.pearce@sa.gov.au

# 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 <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



## ROLE DESCRIPTION

<b>Role Title:</b>	Home Support Worker		
<b>Classification:</b>	WHA-2		
<b>Stream:</b>	Utility Services		
<b>Local Health Network:</b>	Flinders and Upper North		
<b>Business Unit:</b>	Country Health Connect		
<b>Type of Appointment:</b>	<input type="checkbox"/>	Ongoing	
	<input checked="" type="checkbox"/>	Temporary	Term: 6 months
	<input type="checkbox"/>	Other	Term:
<b>Criminal History Clearance Requirements:</b>	<input checked="" type="checkbox"/>	Aged (NPC)	
	<input checked="" type="checkbox"/>	Child- Prescribed (DCSI)	
	<input type="checkbox"/>	Vulnerable (NPC)	
	<input type="checkbox"/>	General Probity (NPC)	

## ROLE SPECIFICATION

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

The Home Support Worker is responsible for providing a timely, efficient and effective service, that involves the cleaning and shopping services to clients of Domiciliary Care, thereby promoting their independence at home and preventing premature and/or inappropriate admission to residential care facilities or long stay hospital beds.

### Reporting/Working Relationships

The Home Support Worker is responsible directly to the Coordinator on a day to day basis and ultimately responsible to the Community Health Team Leader.

### 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**

CHSALHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. CSHALHN 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 *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.
- > The position is primarily located at either Whyalla or Port Augusta sites but the incumbent maybe required to work from other sites and/or facility within the Flinders and Upper North area.
- > The incumbent will be required to enter into an Annual Performance Review and Development Plan for the achievement of specific, service or program outcomes.
- > Must be an Australian resident or hold a current working visa.

## **Statement of Key Outcomes and Activities**

### **Contribute to the general housekeeping of clients homes by:**

- undertaking minor sewing repairs (not including making or manufacturing)
- prepare wash, clean, sort, dry, fold, label, iron, pack, deliver and store, as appropriate, laundry, uniforms and linen
- window high cleaning with use of ladders

- routine shampooing of carpets, requiring the use of electronically powered or hand equipment and walking behind cleaning equipment and plant.

**Contributing to the effective management of material resources by:**

- request orders for repairs to equipment
- operate mechanical washing machines, sealing units, hot air ovens and laboratory incubators
- initiate requirements for repairs to equipment
- check and delivery of gas cylinders.

**Contribute to the efficient and effective operation of the health unit by:**

- may require the operation of machinery, equipment and/or facilities
- instruction given by way of verbal, written or diagrammatic direction
- providing assistance and co-operation to other employees
- perform routine functions requiring the undertaking of clear and straight forward instruction.

**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.

**An employee at Level 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 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.
- › Comply with and have a working knowledge and understanding of current Infection Control Standards policies and procedures.
- › Correctly utilising appropriate personal protective equipment.
- › 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.**

## **PERSON SPECIFICATION**

### **ESSENTIAL MINIMUM REQUIREMENTS**

**Educational/Vocational Qualifications** (include only those listed as an essential qualification for the specified classification group)

**Personal Abilities/Aptitudes/Skills:** (related to the job description and expressed in a way which allows objective assessment)

- 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.

### **Experience**

- Limited experience in the areas of housekeeping.

### **Knowledge**

- Knowledge of safe working conditions.
- 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 Occupational Health, Safety and Welfare Act and Risk Management principles.

**DESIRABLE CHARACTERISTICS** (To distinguish between applicants who have met all essential requirements)

**Educational/Vocational Qualifications** (considered to be useful in carrying out the responsibilities of the position)

- Successful completion of Year 11 High School.
- A current first aid certificate.

**Personal Abilities/Aptitudes/Skills:** (related to the job description and expressed in a way which allows objective assessment)

- Demonstrated manual handling skills.

### **Experience**

- Experience in the areas of housekeeping.
- Limited experience in the use of computer packages eg. Microsoft Word, Excel.

### **Knowledge**

- A knowledge of Equal Employment Opportunity legislation

### **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, Country Health SA 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.

## **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.





<b>Role Title:</b>	Community Support Worker		
<b>Classification:</b>	WHA-3		
<b>Local Health Network:</b>	Flinders and Upper North		
<b>Business Unit:</b>	Country Health Connect >		
<b>Type of Appointment:</b>	<input type="checkbox"/> Casual	<input type="checkbox"/> Term:	Term: <insert date>
	<input checked="" type="checkbox"/> Temporary	<input type="checkbox"/> Term:	Term: 28.6.2019
<b>Criminal History</b>	<input checked="" type="checkbox"/>	Aged (NPC)	
<b>Clearance Requirements:</b>	<input checked="" type="checkbox"/>	Child- Prescribed (DCSI)	

### Summary of the broad purpose of the role

Country Health SA (CHSA) 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.

CHSA 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 **Regional Team Leader via the Home Care Package Coordinator** 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.
- Meet immunisation requirements as outlined by the *Immunisation Guidelines for Health Care Workers in South Australia 2014*

### Desirable Qualifications

- A current first aid certificate.
- Certificate 3 in Individual Support (Aged Care, Disability or Home and Community)
- Certificate 4 in Disability

### Key Outcomes and Activities

- Undertake duties in accordance with the philosophy, business practices and policies of Country Health SA, and perform the following duties: Responsible for the effective delivery of services to assist individuals to live in their own 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.
- 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

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 eg pressure areas and self-administration 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

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**

- 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 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**

- 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 <primary location> but the incumbent maybe required to work from other sites within <area> 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.

- Under the Commonwealth Government consumer directed model of care, the funding associated with this role is controlled by consumers, rather than by CHSA. 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.
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### **White Ribbon**

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### **Cultural Statement**

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### **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:

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- 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**