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## SA Health Job Pack – Casual Pool 2020/2021

Job Title	Community Support Worker (Casual Pool)
Eligibility	Open to Everyone
Job Number	718673
Applications Closing Date	5 February 2021
Region / Division	Barossa Hills Fleurieu Local Health Network
Health Service	Community Health
Location	Various locations across Barossa Hills Fleurieu LHN
Classification	WHA3
Job Status	Casual appointment (up to 26/3/2021), multiple positions
Salary	\$26.82 - \$27.12 p/h plus 25% casual loading

## Contact Details

Full name	Nina Oughton
Phone number	8393 1833
Email address	<a href="mailto:nina.oughton@sa.gov.au">nina.oughton@sa.gov.au</a>

## 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:

- ☒ Working with Children Check - **DHS**
- ☒ Unsupervised Contact with Vulnerable Groups Employment Screening - **NPC**
- ☒ Disability Services Employment Screening - **DHS**
- ☐ 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.

## 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 <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>	Community Support Worker		
<b>Classification:</b>	WHA-3		
<b>Stream:</b>	Direct Care		
<b>Local Health Network:</b>	Barossa Hills Fleurieu Local Health Network		
<b>Business Unit:</b>	Optimal Ageing		
<b>Type of Appointment:</b>	<input type="checkbox"/>	Ongoing	
	<input type="checkbox"/>	Temporary	Term:
	<input checked="" type="checkbox"/>	Other	Term: Casual
<b>Criminal History Clearance Requirements:</b>	<input checked="" type="checkbox"/>	DHS Working With Children Check (WWCC)	
	<input checked="" type="checkbox"/>	DHS Disability Services Employment Screening	
	<input checked="" type="checkbox"/>	NPC Unsupervised contact with vulnerable groups	
<b>Immunisation Risk Category</b>	<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

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

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The Barossa Hills Fleurieu Local Health Network (BHFLHN) 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.

BHFLHN 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.

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## Reporting/Working Relationships

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The Community Support Worker is accountable to the Team Leader Optimal Ageing 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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## Handling of Official Information

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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.

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## White Ribbon

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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.

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## Cultural Statement

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BHFLHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. BHFLHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

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## Special Conditions

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- 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.
- Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- The incumbent may be required to participate 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.
- Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- The position is primarily located at various locations throughout the Barossa Hills Fleurieu Local Health Network but the incumbent maybe required to work from other sites and/or facility within Barossa Hills Fleurieu and Kangaroo Island 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.
- 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 BHFLHN. 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.

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## Statement of Key Outcomes and Activities

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Undertake duties in accordance with the philosophy, business practices and policies of Barossa Hills Fleurieu Local Health Network, 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.
- 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.

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## **Specialist Experience and Skills**

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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.
- Other delegated tasks as determined under individual care plans may be required within the designated scope of practice.

## **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:**

- 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.**

## PERSON SPECIFICATION

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### ESSENTIAL MINIMUM REQUIREMENTS

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#### Educational/Vocational Qualifications

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#### Personal Abilities/Aptitudes/Skills:

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- Current drivers licence and willingness to drive
- Access to a reliable, registered and insured (min. of third party insurance) motor vehicle.
- Contactable by telephone.
- 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.
- Ability to engage with Aboriginal community / consumers in a culturally appropriate manner and a willingness to undertake further training in this manner.

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#### Experience

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- Experience working with Aboriginal consumers

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#### Judgement and Decision Making

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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.

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#### Knowledge

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- Knowledge of safe working conditions.
- Knowledge and commitment to customer service and consumer directed care principles.
- Understand the principles of enablement and the concept of 'doing with' rather than 'doing for'.
- Understand and respect the need to engage and encourage the consumer to participate and make decisions when planning their care/setting goals.

- Knowledge and understanding of the Occupational Health, Safety and Welfare Act and Risk Management principles.
- General understanding of Aboriginal culture and a willingness to undertake further training in this area

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## **DESIRABLE CHARACTERISTICS**

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### **Educational/Vocational Qualifications**

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

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### **Personal Abilities/Aptitudes/Skills:**

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- Demonstrated manual handling skills.

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### **Experience**

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### **Knowledge**

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- A knowledge of Equal Employment Opportunity legislation

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### **Other Details:**

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## ORGANISATIONAL CONTEXT

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### Organisational Overview:

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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:

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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.

## VALUES

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### SA Health Values

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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

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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**