

POSITION DESCRIPTION*Home Care Worker*

Mercy Health

Care first

Mercy Values:	Compassion, Hospitality, Respect, Innovation, Stewardship, Teamwork		
Position Title:	Home Care Worker	Employee Name:	
Entity Group: Location:	Mercy Health Home Care Services	Date:	
Position Reports to: Responsible to:	Team Leader or Regional Manager	Positions reporting to this one:	None
Position Purpose:	<ul style="list-style-type: none"> To support clients to remain living in their own home through the provision of respite, personal care, domestic assistance and carer support in accordance with care plans and as directed by Service Coordinator To provide accurate and timely information about client needs/change in client condition to the Service Coordinator 		
Qualifications & Requirements:	<ul style="list-style-type: none"> Certificate III in Home and Community Care, Disability, Individual Support, Aged Care or Certificate IV in Disability or Ageing Support, or equivalent Current Australian driver's license and access to a reliable vehicle A current valid Police Check, relevant to aged or community care work Current First Aid Level 2 (HLTAID003) Certificate 		
Resource Management:	Total staff management (FTE):		
	Annual Operating Expenditure:		
	Annual Capital Expenditure:		

Mandatory Organisational Competencies:

- Orientation (on commencement)
- Equity & Inclusion
- Work Health & Safety – Home Care Services
- Maintaining professional care
- Hand Hygiene Australia
- Engaging the client
- Basic Life Support

Personal Competencies:

- Well-developed written and verbal skills
- Well-developed interpersonal skills including a positive, friendly and fun approach
- Self-directed and confident in own abilities
- Time management and work organisational skills
- Awareness and accountability
- Commitment to safe work practices
- Resilient, adaptive and insightful

Job Competencies:

- Clear verbal communication and accurate documentation
- Ability to deal effectively and professionally with a range of clients and their families and maintain client confidentiality
- Ability to work without direct supervision
- Understanding of ageing process and ability to assist client with hygiene, grooming, nutrition, toileting, socialisation and mobility needs
- Understanding of disabilities and the ability to effectively work with various behaviours
- Capability of prioritising work and exercising discretion within established policies, guidelines and procedures
- Ability to focus on the client and remain inclusive at all times
- Ability to encourage and work with clients to achieve goals

<ul style="list-style-type: none"> Ability to identify and report any changes in client care needs
<ul style="list-style-type: none"> Practices safe manual handling and has the ability to identify and report actual and potential hazards

Key Result Areas	Key Activities	Standard Measures
Mercy Health Values <ul style="list-style-type: none"> Demonstrates and upholds the Values and Mission of Mercy Health 	<ul style="list-style-type: none"> Values of Mercy Health are incorporated into daily work practices for all staff 	<ul style="list-style-type: none"> Be compassionate and provide support to staff and customers Consistently shows respect and values each person's dignity Seeks opportunities to be innovative for improvement Communicates openly and honestly as an effective team member
<ul style="list-style-type: none"> Performs duties in an accountable manner taking responsibility for client care and support in accordance with all relevant regulations and Mercy Health policies, procedures and client care plans 	<ul style="list-style-type: none"> Promotes a physical and psychosocial environment that encourage safety, security and optimal health and well being for clients Adheres to all relevant policies and procedures, standards and legislation 	<ul style="list-style-type: none"> Provision of care and support in accordance with the care plan and individual client needs Effective verbal communication of client issues Timely reporting of changes in client care needs
<ul style="list-style-type: none"> Takes responsibility for clients individualised domestic assistance support in accordance with all relevant regulations, MH HCS policies and procedures, and client care plans 	<ul style="list-style-type: none"> Assist clients to maintain a safe and secure, healthy home environment Assist clients with essential house cleaning of areas regularly used by the client Assist the client with household tasks such as ironing, washing and changing bed linen Carry out activities as specified in client assistance plans and service agreements Adheres to all accreditation standards and relevant legislation 	<ul style="list-style-type: none"> Provision of care and support in accordance with the care plan and individual client needs Communicates information verbally and in writing if required Duties are completed on time, and to the client's satisfaction Timely advising/reporting of any changes in client circumstance, environment or need
<ul style="list-style-type: none"> To provide support and assistance to clients in a range of social outings and activities 	<ul style="list-style-type: none"> Support the client to participate in recreational and social activities Assist with day to day activities, such as shopping Transporting clients to and from appointments 	<ul style="list-style-type: none"> Ensure effective and safe transport of clients Duties are completed on time, in accordance with the care plan and individual needs
<ul style="list-style-type: none"> Maintains skills and competencies to an acceptable standard, taking into consideration 	<ul style="list-style-type: none"> Participates in the continuous staff education and training programs 	<ul style="list-style-type: none"> Attendance at professional development sessions

advances and changes in the home care industry	<ul style="list-style-type: none"> Ongoing professional development and maintaining industry knowledge 	<ul style="list-style-type: none"> Active participation in compulsory training and/or in-service
<ul style="list-style-type: none"> Works in a manner that is conducive to effective teamwork and good relationships with team members, clients and families 	<ul style="list-style-type: none"> Demonstrates a positive attitude and commitment to the organisation Effectively and respectfully communicates with Service Coordinators, managers, clients and/or their representatives 	<ul style="list-style-type: none"> Communication is effective and respectful at all times
<p>Work Health & Safety</p> <ul style="list-style-type: none"> Takes reasonable care to protect the health and safety of themselves, fellow staff and others in the workplace 	<ul style="list-style-type: none"> Complete incident reports Elect and support health and safety representatives Contribute to risk assessments Participate in training and meetings regarding safety 	<ul style="list-style-type: none"> Report hazards, near misses and injuries immediately Use personal protective equipment Comply with risk management policies, procedures and instructions Attend all safety meetings and training sessions

Employee Signature: _____

Date: _____

Print Name: _____

Line Manager Signature: _____

Date: _____

Print Name: _____