

POSITION DESCRIPTION

POSITION TITLE	CHSP-Home Support Worker		
POSITION OVERVIEW	Responsible for providing support to older individuals to allow them to lead fulfilling lives and avoid premature need for aged care facilities.		
CLASSIFICATION	WCS level 2.2	SERVICE LINE AREA	Social Inclusion, Community Services
EMPLOYMENT TYPE	<input type="checkbox"/> PERMANENT <input type="checkbox"/> FIXED TERM <input checked="" type="checkbox"/> CASUAL		
EMPLOYMENT STATUS	<input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME	HOURS PER WEEK	Varies
LOCATION	Various Locations		
IMMEDIATE MANAGER	Client Services Coordinator		
INDUSTRIAL AGREEMENT	Community Sector Multiple Enterprise Agreement 2014-2018 (ACT)		

REPORTING RELATIONSHIPS

NO OF DIRECT REPORTS	Nil	NO OF INDIRECT REPORTS	Nil
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KEY RELATIONSHIPS

INTERNAL	Other Home Support Workers, Client Services Coordinator
EXTERNAL	Participants, Individuals families and/or legal guardians

KEY ACCOUNTABILITIES

- Work alongside service users to enable them to achieve their goals in line with their individual service plans.
- Work alongside service users to maximise their independence, self-esteem and confidence using a person-centred approach.
- Assisting service users in their shopping and other daily needs.
- Providing personal care to participants to ensure hygiene and comfort.
- Domestic duties including cleaning and assisting service users in maintaining their residences.
- Contribute to the ongoing evaluation of service delivery by providing feedback to the Service Area/ Managers.
- Be punctual, reliable, and respectful and always be mindful of the impact of your support on your service users' experience.
- Provide timely and relevant feedback on support activities to service providers both verbally and in writing.
- Engage in the evaluation of performance with your supervisor and actively seek opportunities for professional development.

- Attend mandatory training relevant to the role and actively participate in organisational activities.
- Engage in the ongoing improvement of own knowledge and skills through training and reflective practice.
- Take responsibility to work in accordance with Workplace Health and Safety guidelines and follow the Policies and Procedures of the organisation.
- Participate in ongoing quality improvement of the service area.
- Apply workplace Diversity and Equity principles at all times.
- Models WCS Purpose, Code of Conduct, Values and behaviours.
- Embody the WCS Values of Hope, Community, Responsiveness & Integrity into your daily work.

EXPERIENCE & QUALIFICATIONS

Essential	<ul style="list-style-type: none"> ▪ Relevant community sector-based knowledge. ▪ Current Driver's license and access to a vehicle. ▪ Demonstrated ability to establish rapport and build and maintain sound relationships with individuals, carers and families based on mutual respect and trust. ▪ Demonstrated understanding and appreciation of the importance of personal and professional boundaries, privacy and confidentiality and ethical behaviour. ▪ Good communication and interpersonal skills. ▪ Proactive and hands on approach. ▪ Demonstrated ability to work with limited supervision. ▪ Current driver's license and access to a reliable, registered and comprehensive insured vehicle. ▪ Ability to demonstrate reliability, punctuality and person-centred approach to work (through referees and/or examples). ▪ Must be fully vaccinated against COVID-19.
Desirable	<ul style="list-style-type: none"> ▪ Previous experience working within the aged care sector either in a paid or volunteer capacity is highly desirable. ▪ Certificate III in Individual Support. ▪ First Aid Certificate.
Essential Probitry Check	<ul style="list-style-type: none"> ▪ National Police check ▪ ACT Working with Vulnerable People registration.

Document History	Original: 2018	Revised: 2021	Version: v3
Employee's name	Hollie Statton	Signature	DATE 1/3/2022