

Position Title: Home Help
Reports to: Care Team Leader/Care Co-ordinator
Division: Home Support Service
Business Unit: Home Support Service

Silver Chain Group's Purpose, Values and Vision

Purpose: Building community capacity to optimise health and wellbeing

Values: Care, Community, Excellence, Integrity

Vision: Improving health and wellbeing of all Australians

Organisational Environment

Silver Chain Group is a forward-thinking and innovative not-for-profit organisation with a purpose to build community capacity to optimise health and wellbeing. Following the merger of Silver Chain (WA) and RDNS (SA), in 2011, the Group is one of the largest community care providers in Australia, assisting people across Western Australia, South Australia, New South Wales and Queensland.

Silver Chain Group promotes a wellness and independence approach through all areas of our organisation. Fundamental to this is the belief that everyone should be supported to be the very best that they can be. This is reflected in the promotion of maximising independence with our clients and mutual support for our colleagues (internal and external). The extensive range of services delivered by the Group include domiciliary nursing, wound care clinics, home support services, palliative care, home hospital and remote health services.

The delivery of our wellness approach provides support to clients by encouraging their abilities and strengths and promoting their potential to improve.

Home Support Service assists people in need to live in their community and maintain their independence.

Where clients are unable, Home Help duties include but are not limited to the following tasks: perform general housekeeping (sweeping, vacuuming, mopping, dusting, wiping), bed making, laundry, (washing and ironing) limited shopping, sewing, assistance with correspondence, limited care of pets, plants, food preparation, and care of equipment.

Quality and Safety

Actively participates in continuous quality and safety activities within the context of the role. Including but not limited to improvement actions, such as audits, reviews, quality assurance measures and drills that result in improvements to client care, staff knowledge and the consumer experience.

Performs duties in accordance with Silver Chain Policies and Procedures including the relevant Occupational Safety and Health legislation, Equal Opportunity legislation and relevant State Health Code of Conduct.

Health and Safety

Actively promotes a positive safety culture by following all reasonable instructions relating to their own or another person's safety. Including but not limited to

- Provision of supervision to staff under their direction;
- Taking actions to avoid, eliminate or minimize hazards;
- Seek information on any work they undertake and be aware of the risks and hazards associated with their work;
- Report all incidents/hazards/injuries;
- Use Personal Protective Equipment as required and directed;
- Attend all mandatory training as scheduled.

Primary Objective

Support individual clients with domestic assistance tasks that they are unable to do and to encourage clients to actively participate in their care to maintain their independence.

Major Accountabilities

Responsibilities and accountabilities of this role include but are not limited to the following:

- Work undertaken in the home and community environment is in accordance with the organisation's mission, values and standards.
- Deliver care and support to clients in accordance with the care/support plans and Silver Chain's policies and procedures; and notify co-ordinator of any changes to client's condition that require review of care.
- Develop and maintain an awareness of the needs of the individual to ensure appropriate person centred services is provided.
- Support clients to retain control of their own lives and build on their existing skills to improve overall function, health and wellbeing.
- Support clients only with the tasks that they are unable to do.
- Undertake development and training as directed to meet mandatory requirements of the role.
- Communicate in a timely, appropriate and effective manner to ensure quality service provision is maintained.
- Undertake routine administrative tasks on home notes, care plans and other relevant documentation that complies with organisational policies and procedures.
- Ensure safe work practices are applied at all times and complying with the organisation's OSH and infection control policies and procedures.
- Assist the organisation by taking responsibility for the identification, reporting, management and/or elimination of hazards and unsafe work practices.
- Participate in activities that support continuous improvement and self-development.
- Work co-operatively and develop relationships with individuals from diverse cultural backgrounds based on mutual respect and cross-cultural understanding.

Knowledge, Skills and Experience

- Effective interpersonal skills including ability to encourage and motivate clients to do as much for themselves as possible.
- Ability to prioritise work.
- Ability to work alone and as part a team.
- Demonstrated skills in housekeeping including food preparation.
- Basic First Aid Certificate is desirable.

Essential Compliance Requirements

- Satisfactory National Police Certificate (on commencement of employment to be within six months from date of issue and during ongoing employment updated NPC required every three years, as per policy *Criminal Record Checks COR-POL-023*).
- Current motor vehicle driver's licence and access to a reliable registered motor vehicle with a minimum of third party insurance.

Verification

I understand and accept the requirements detailed above and confirm my personal commitment to the Purpose, Values and Vision of Silver Chain Group.

Position Holder

Name: _____ Signature: _____ Date: _____

Supervisor

Name: _____ Signature: _____ Date: _____