



## **Support Workers**

### **Hand in Hand North and South**

*Do you want to make a difference in someone's life?  
Do you have a sincere desire to help aged people stay in their own homes for as long as possible?*

**Hand in Hand provides help and support to people in their own home. We have a number of vacancies in the North Metro and South Metro areas. Salary Packaging available for this position.  
Don't miss out on these rewarding opportunities!**

#### **Hand in Hand, South**

Covers suburbs in the Shire of Melville and beyond, support required in Thornlie and Vic Park

To apply please send your CV and Covering letter to [recruitment@baptistcare.com.au](mailto:recruitment@baptistcare.com.au)

**Contact Coordinators on (08) 9528 5201 for more information**

#### **Hand in Hand, North**

Covers the general North Metro area.

To apply please send your CV and Covering letter to [recruitment@baptistcare.com.au](mailto:recruitment@baptistcare.com.au)

**Contact Coordinators on (08) 9247 5159 for more information.**

Services that we provide to our clients are:

- **Personal Carer services**
- **Home help with shopping, cleaning and laundry**
- **Meal preparation**
- **Transport to appointments, social outings and shopping**
- **Respite in the home, for the main Carer or Client**



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>SUPPORT WORKER</b>
<b>LOCATION:</b>	Hand in Hand (Home Care Services)
<b>RESPONSIBLE TO:</b>	Care Co-ordinator
<b>AGREEMENT/ AWARD:</b>	N/A
<b>CLASSIFICATION:</b>	N/A

### Key Result Areas:

1. To provide Home care for Baptistcare's Home Care Services clients
2. Complying with occupational safety and health requirements
3. Contribute to the continuous quality improvement of the organisation
4. Work within our "Philosophy of Care"

This position description describes the selected range of tasks for this position. This list is not intended to be complete. From time to time other tasks may be assigned to meet the needs of the organisation.

### Statement of Tasks

#### 1. To provide Home care for Baptistcare's Home Care Services clients

Key Tasks	Performance Outcomes
<ul style="list-style-type: none"> <li>• Provide a high standard of flexible care in the home and community as directed and supervised by the Care Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that the care provided respects the personal dignity and values of the client at all times.</li> <li>• Ensure personal hygiene is of the highest standard in order to maintain appropriate hygiene and cleanliness.</li> <li>• Present yourself in an appropriate manner in regards to dress and speech and at all times remain courteous to the client and their informal network.</li> <li>• To work safely at all times and encourage others to do the same</li> <li>• Other duties as requested by the Care Coordinator</li> </ul>
<ul style="list-style-type: none"> <li>• Work under the direction of the Care Coordinator to deliver quality care to Home Care services clients</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that Care Plans are strictly followed</li> <li>• Report immediately all incidents/accidents involving clients to the Care Co-ordinator and complete all the relevant documentation</li> <li>• Report all changes in the clients' self care, health and environment and /or behaviour to the Care Co-ordinator</li> <li>• Maintain client confidentiality at all times.</li> <li>• Carry out any other duties as directed by the Care Co-ordinator</li> </ul>
<ul style="list-style-type: none"> <li>• Undertake Administration tasks</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain appropriate written records as requested</li> <li>• Maintain regular contact with the Care Co-ordinator to give and receive relevant information</li> <li>• Liaise with clients, when directed by Care Co-ordinator</li> <li>• Report any personal accidents/incidents to the Care Co-ordinator, immediately and complete appropriate documentation.</li> </ul>

**2. Complying with occupational safety and health requirements**

Key Tasks	Performance Outcomes
<ul style="list-style-type: none"> <li>Demonstrate regulatory compliance in occupational health and safety.</li> </ul>	<ul style="list-style-type: none"> <li>Report any hazards or potential hazards suggesting possible solutions in the appropriate manner.</li> <li>Assist in maintaining a safe work environment.</li> <li>Comply with Baptistcare safety policies and procedures.</li> <li>Be aware and comply with universal precautions for infection control.</li> </ul>
<ul style="list-style-type: none"> <li>Compliance with the Occupational Health and Safety Programme in all aspects of your duties.</li> </ul>	<ul style="list-style-type: none"> <li>Attend and participate in safety meetings,</li> <li>Follow established practices and procedures and use the techniques documented in the Occupational Health and Safety Programme.</li> </ul>

**3. Contributing to the continuous quality improvement of the organisation**

Key Tasks	Performance Outcomes
<ul style="list-style-type: none"> <li>Contribute to the continuous quality improvement of the organisation.</li> </ul>	<ul style="list-style-type: none"> <li>Look for and suggest ways to improve systems and processes in the facility.</li> <li>Complete Improvement logs where appropriate.</li> <li>Work with other staff on Continuous Quality Improvement projects when required.</li> <li>Attend staff meetings as required.</li> </ul>

**4. Working within our “Philosophy of Care”**

Core Values	Performance Outcomes
Respect	Deliver quality health care services whilst preserving and maintaining independence dignity and individual rights with responsibility
Integrity	To manage our day to day operations and relationships in such a way that demonstrates our commitment to openness, truth and honesty
Commitment	Work cohesively within a team of committed and competent staff to develop and encourage caring relationships between themselves, those in need and their families.
Excellence	Provide a high standard of appropriate care and support for people with special needs.



## POSITION DESCRIPTION

### Selection Criteria

#### **Essential:**

- Certificate III or IV in Community Aged Care (or progress towards completion)
- Experience in Care of the Aged and/or Community Care
- Current Senior First Aid Certificate
- Demonstrated effective interpersonal, written and verbal communication skills
- Demonstrate an understanding of the attitude and positive behaviour required in the care of the aged/disabled clients
- Holder of an C Class drivers license
- Current Police clearance
- Reliable insured vehicle
- Mobile phone
- Willingness to work within the Christian ethos of the organisation and its Vision, Mission and Philosophy of Care.