



POSITION DESCRIPTION

POSITION DETAILS			
PD Number	PD003c		
POSITION TITLE:	Home Care Support Worker		
REPORTS TO:	Regional Care Manager		
DIRECT REPORTS:	Nil		
GRADE	SCHADS Award Home Care Employee Level 1 or 2		
HOURS:	As per contract		
BUSINESS UNIT/LOCATION	Wollongong /Illawarra/Shoalhaven, Queanbeyan and ACT, client home and other community settings.		
ROLE PURPOSE	Provides a range of support services to older people in their home, including domestic assistance, personal care, respite, transport, and social support. The role works primarily with clients from culturally and linguistically diverse (CALD) backgrounds.		
KPI's	Sustainability	<ul style="list-style-type: none"> Accurate reporting through Procura App 	
	Community Reach	<ul style="list-style-type: none"> MCCI is represented positively by staff member at all times 	100%
	Consumer Satisfaction & Impact	<ul style="list-style-type: none"> Overall consumer satisfaction Consumer health & wellbeing improved Complaints about service provided by worker 	>85% >85%
	People & Culture	<ul style="list-style-type: none"> Understanding of role and responsibilities Attendance at staff meetings Effective communication with Care Services Team 	>85% >85% >90%
	Service Delivery & Quality	<ul style="list-style-type: none"> Compliance with Aged Care Quality Standards Compliance with MCCI policies and procedures 	100% 100%

Main Tasks and Responsibilities

Sustainability

- Utilise Procura Mobility App for roster, recording visits and creating dated notes.

Community Reach

- Identify clients in need of additional assistance or services, and work with Care Coordinators and Care Advisers to refer clients for appropriate supports.
- Support CHSP clients who require Home Care Package Services with information and referral to My Aged Care
- Represent MCCI positively at all times.

Consumer Satisfaction and Impact

- Provide high quality in home care services to clients as outlined in their support plans; including personal care (level 2), domestic assistance (level 1), social support (level 1), flexible respite (level 1 or 2 dependent on duties to be performed).
- Provide accurate and timely support feedback and all other reporting requirements as directed by the Care Coordinator and management.
- Support the implementation of wellness and reablement strategies in service delivery
- Maintain professional relationships and communication with consumers, carers, and family members
- Maintain the privacy and dignity of consumers at all times

People and Culture

- Implement effective, culturally appropriate communication strategies with clients.
- Contribute to a cohesive team environment and positive workplace culture.
- Develop and maintain effective relationships with internal stakeholders
- Attendance at regular staff & team meetings as required
- Maintaining a commitment to ongoing personal development and education

Service Delivery and Quality

- Work proactively with the Coordinator to identify opportunities for continuous improvement in program delivery.
- Comply with all WH&S policies and procedures of MCCI.
- Handle complaints and incidents in line with MCCI policy.
- Assist MCCI with the completion of quality reviews and accreditations

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Role requirements	
Values and Behaviours	<p>SUPPORT</p> <ul style="list-style-type: none"> • Consumer partnership at the centre of our work. • Supporting our colleagues to grow in skills and confidence. <p>TEAMWORK</p> <ul style="list-style-type: none"> • Quality improvement and good information management underpinning our work • Collaborating and working effectively together on our team's goals. <p>TRUST</p> <ul style="list-style-type: none"> • Building confidence with our community, consumers and carers. • Acting in accordance with MCCI's values and purpose always. <p>SHARE</p> <ul style="list-style-type: none"> • Empowering consumers to make good decisions for their wellbeing. • Together pursuing ideas, innovations improvements to the way we work.
Underlying characteristics	<ul style="list-style-type: none"> • Excellent written and verbal communication skills and the ability to relate to and gain buy-in, cooperation and support from a broad range of stakeholders. • Excellent time management. • Demonstrates attention to detail, accuracy and thoroughness in work produced. • Self-directed and autonomous, requiring minimal supervision.
Experience Requirements	<ul style="list-style-type: none"> • Strong knowledge of, and prior experience working with, CALD community organisations and an understanding of issues and needs of older people from CALD backgrounds. • Experience in working with minimal supervision with agreed objectives. • A minimum of 12 month's industry experience (or equivalent relevant experience/ on the job training) is required for level 2.
Qualification Requirements	<ul style="list-style-type: none"> • Level 1 employees do not require a qualification. • Level 2 employees require Certificate 3 in Individual Support or equivalent verifiable work experience and on the job training. • First Aid Certificate
Licence/s & Checks	<ul style="list-style-type: none"> • Unrestricted motor vehicle licence (essential). • Own motor vehicle (essential). • Vehicle registration and full comprehensive car insurance (essential). • Valid Police check (essential). • Eligibility to work in Australia (essential). • Working with Vulnerable People Card (for ACT candidates). • Smart phone (with up to date operating system) • COVID19 Vaccination or willingness to obtain

Employee Print Name: _____

Employee's Signature: _____ Date: _____

CEO and Co. Secretary Signature: _____ Date: _____

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