

POSITION DESCRIPTION



Position Title:	Community Support Worker
Award:	Hobart District Nursing Service Inc. Non-Nursing Agreement 2014
Classification:	Level 1-3
Reporting to:	Commonwealth Home Support Programme Team Leader
Date Approved:	
Approved By:	Chief Executive

ORGANISATIONAL PURPOSE

The District Nurses has been delivering in home community health care to Tasmanians for over 120 years maintaining a primary healthcare focus in all our services.

We are a not for profit, charitable organisation that is not affiliated with any residential age care service or religious organisation.

Our Purpose “Committed to Care” reflects our overarching intent which is to provide the right care to the right client at the right time in a manner which is consultative and inclusive of all our clients, their families and carers.

Our services utilise a wellness approach which builds on the strengths and capacities, abilities and goals of clients and places emphasis on the supports necessary to regain or retain these abilities.

Our services aim to maximise client independence and autonomy and also maintain or improve health and wellbeing.

The District Nurses deliver services through the Commonwealth Home Support Program (CHSP) and Home Care Packages Program (HCP), the Home and Community Care Program (HACC), The Department of Veterans Affairs (DVA) Nursing and Home Care, The NDIS program, and a number of private brokerage contracts.

OUR VISIONS AND VALUES

Our vision is to be Tasmania’s most trusted community healthcare provider

We are adhere to the following values in our day to day operations:

- Commitment
- Equality
- Trust
- Versatility
- Excellence
- Transparency

POSITION OBJECTIVES

To provide a range of practical, basic household tasks and personal care activities to the clients and their families, which promote independence and enhances their quality of life.

COMMON RESPONSIBILITIES

- Basic household tasks. Typical duties include:
 - Vacuuming/cleaning/mopping of internal “lived in” areas (bedroom, hall, lounge, bathroom, kitchen),
 - Washing dishes, cleaning benchtops and appliances, superficial cleaning of ovens and refrigerators,
 - Cleaning laundry and bathroom areas, basins, baths, shower recesses, toilets),
 - Changing bed linen, and
 - Washing and ironing personal clothing.
- Assist with meal, snack preparation and hydration based on nutritional requirements,
- Assist with washing, bathing and/or showering,
- Assist with dressing and grooming,
- Fitting of medical devices,
- Assist with application and management of continence aids,
- Assist with parenteral feeding devices,
- Assisting with prescribed exercises and/or therapies,
- Assist with medication administration (limited),
- Undertake shopping and correspondence as required,
- Banking or bill paying as per service plan and within TDN guidelines,
- Escort duties by arrangement (for example, doctor’s appointments, shopping), and
- Provide respite care.
- Encourage and promote independence and the development of coping strategies,
- Monitor clients circumstances and needs and ensure any concerns or changes are reported immediately, and
- Encourage client participation in household and personal care tasks where appropriate
- Attend in service meetings when scheduled

KEY RESPONSIBILITIES

The CSW will work in collaboration with health professionals to ensure that care provided to HACC clients adheres to a wellness model of care.

Undertake a range of personal assistant tasks, and other associated activities as determined by the Coordinator to assist clients or family units with daily living requirements.

As determined by the assessed Service Plan, undertake social support and monitoring role of clients being assisted.

Community Support Worker’s scope of practice does not include duties of a nursing nature (i.e. wound management).

Provide care to clients and their families in a professional manner, working within the HACC and/or DVA guidelines and TDN policies and procedures. Provide feedback to relevant Coordinator on a regular basis, reporting changed client needs in a timely fashion.

Community Support workers do not have the authority to amend a service plan.

KEY BEHAVIOUR REQUIREMENTS

All TDN employees must abide by the TDN *Code of Conduct*. In addition to this, employees will undertake their duties in a manner that supports the Organisation's mission and values through demonstrating:

- **Integrity:** Honesty, open and transparent, admit mistakes, maintain confidentiality, fairness, builds trust
- **Compassion:** Empathy, sensitivity, concern for others, interacts with dignity, tolerance, anticipates needs
- **Accountability:** understands roles, uses resources wisely, delivers on time, timely decision making, achieves goals, takes responsibility for performance
- **Respect:** Builds relationships, courteous, listens and understands, gives and receives, provides feedback, sensitivity and understanding, values difference and individual worth
- **Excellence:** supports creativity and innovation, proactive and solution focused, seeks out opportunities, embraces quality improvement, professionalism.

ORGANISATIONAL RELATIONSHIPS

Reports to: Commonwealth Home Support Team Leader

ESSENTIAL REQUIREMENTS

Evidence of the following must be provided prior to appoint to the position:

- Minimum Cert III in Individual Support (formally Cert III in Aged Care)
- National Police Conviction Check
- Pre-employment Medical
- Current Australian drivers license

SELECTION CRITERIA

- Demonstrated knowledge of safe work practices
- Previous experience working with elderly or younger disabled
- Ability to work independently and to respond appropriately to situations, including emergencies
- Good time management skills and ability to follow care plans
- Good interpersonal skills and empathy for the elderly and younger disabled
- Awareness of special needs including cultural and linguistic concerns
- Commitment to ongoing professional development
- Working knowledge of HACCC/DVA guidelines
- Basic computer literacy

WORKING ENVIRONMENT

TDN is committed to providing the highest levels of healthcare and services, and values equity and diversity with a zero tolerance policy on discrimination. We also value initiative, flexibility, creativity, teamwork, our code of conduct, workplace health and safety, performance management and development and the capacity to make a difference.

TDN is a smoke free environment with smoking also prohibited in our vehicles.

