

# Position Description



General Information	
<b>Position title</b>	Health Care Worker – Living At Home
<b>Enterprise Agreement / Modern Award</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
<b>Classification</b>	As Per Enterprise Agreement
<b>Status</b>	As per Contract of Employment
<b>Qualifications</b>	Current registration with Certificate III in Aged Care/Home and Community Care or equivalent
<b>Primary Location</b>	Warrnambool – This position may be required to work across organisational areas and locations dependent on operational requirements.
<b>Reports to</b>	Business Supervisor – Living at Home Program
<b>Direct Reports</b>	Nil
<b>Key Internal Contacts</b>	All Lyndoch staff, clients and families
<b>Key External Contacts</b>	Members of the Public, Contractors, Suppliers, Health Professionals
<b>Infection Control Risk</b>	Category A - Direct patient contact
Lyndoch Living Vision	
By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.	
Our Values	
Our Values represent how we conduct ourselves to support a positive workplace culture and achieve our strategic direction. Our Values are Respect, Care, Trust, Safety and Inclusion.	
Position Overview	
Health Care Workers are an integral part of the Living at Home care team who provide in-home supports such as cleaning, personal hygiene assistance, companionship, shopping or transportation in order to maintain the well-being and independence of clients in their own home.	

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Key Responsibilities and Key Performance Indicators (KPIs)	
Key Responsibilities	Key Performance Indicators (KPIs)
<p><u>Provide excellence in consumer/customer care</u></p> <ul style="list-style-type: none"> <li>➤ Deliver appropriate care in response to physical, emotional and social needs as assessed by the clients care team including                             <ul style="list-style-type: none"> <li>• Personal hygiene, medication supervision/prompts, toileting</li> <li>• In home respite, transportation, shopping, companionship/outings, meal preparation</li> <li>• Domestic cleaning duties or putting bins out</li> </ul> </li> <li>➤ Provide clear and concise communication to the Living At Home administrative team with all client feedback</li> <li>➤ Maintains confidentiality at all times and regularly seeks client feedback to ensure a high standard of service delivery and quality of care</li> <li>➤ Actively contributing to achieving community client focused care</li> </ul>	<p>100% of client shifts completed as scheduled</p> <p>100% feedback reflects excellence in shift care and quality service</p> <p>Monthly increase of Living At Home shift completion and client referrals</p>
<p><u>Ensure compliance with all relevant standards and legislation</u></p> <ul style="list-style-type: none"> <li>➤ Ensure all care incidents and feedback reported is compliant with Mandatory Reporting requirements</li> <li>➤ Ensure all care incidents and feedback is completed through Lyndoch Risk Management System (Riskman)</li> <li>➤ Ensure CPR, First Aid and Drivers Licence are maintained and up to date</li> <li>➤ Personal vehicle has Comprehensive Insurance when in use for workplace purposes</li> <li>➤ Ensures practice is in accordance with legislation and common law affecting practice</li> </ul>	<p>100% documentation completed and submitted to Living at Home Business Supervisor</p> <p>100% documentation completed and submitted to Education Department</p>
<p><u>Quality Improvement and Risk Management</u></p> <ul style="list-style-type: none"> <li>➤ Conduct work in line with all relevant OH&amp;S legislation and in accordance with organisational policies and procedures.</li> <li>➤ Participate in relevant training to ensure continued professional development for the betterment of the organisation.</li> </ul>	<p>100% compliance with Infection Control processes</p> <p>100% of Incident Reports (Riskman) completed within 48 hours</p>
<p><u>Actively participate in professional development in order to deliver best practice</u></p> <ul style="list-style-type: none"> <li>➤ Complete annual education modules allocated by the organisation.</li> <li>➤ Participate, as directed, in the employee Support and Growth Plan.</li> </ul>	<p>100% of education modules completed annually</p> <p>Support and Growth Plan in place</p>
<p><u>Occupational Health &amp; Safety</u></p> <ul style="list-style-type: none"> <li>➤ Follow Lyndoch Living’s Health and safety polices, procedure, workplace instructions and conduct of conduct</li> <li>➤ Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions, whilst at work</li> <li>➤ Co-operate with your Manager/Supervisor in respect to actions taken by Lyndoch Living to comply with the requirements to provide a workplace that is safe and without risks to health</li> <li>➤ Correctly wear and maintain items of personal protective clothing and equipment that are provided</li> </ul>	<p>Zero workplace injuries</p> <p>100% compliance with PPE requirements</p>

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<ul style="list-style-type: none"> <li>➤ Immediately report any incidents within the workplace to your Manager/Supervision</li> <li>➤ Be familiar with and follow emergency procedures and directions</li> <li>➤ Participate in health and safety training programs as required</li> </ul>		
<p><u>Organisational Values</u></p> <ul style="list-style-type: none"> <li>➤ All employees are expected to work in accordance with the organisational Values (Respect, Care, Trust, Safety, Inclusion)</li> <li>➤ Contribute to creating a culture that values the contributions of employees, consumers and other stakeholders</li> <li>➤ Role model the organisational Values</li> </ul>	<p>Resident satisfaction survey results</p> <p>Employee Engagement Survey Results</p>	
<b>Key Selection Criteria</b>		
Qualifications	<ul style="list-style-type: none"> <li>➤ Certificate III in Aged Care/Home and Community Care or equivalent</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>➤ CPR &amp; First Aid Training</li> </ul>	Essential
Previous experience	<ul style="list-style-type: none"> <li>➤ Demonstrated knowledge and experience in the Aged Care sector, Community Services or equivalent</li> </ul>	Essential
Skills and knowledge Skills and knowledge	<ul style="list-style-type: none"> <li>➤ Excellent communication and interpersonal skills including demonstrated experience in liaising with clients, families, colleagues and the wider Community</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>➤ Commitment to a high standard of service for the elderly and/or disabled</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>➤ Ability to prioritise and complete tasks to an agreed timeframe</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>➤ Current and valid Victorian Driver's License with access to a personal vehicle</li> <li>➤ Excellent understanding of the Aged Care Quality Standards &amp; Code of Conduct</li> </ul>	Essential

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## Agreement

This position description is designed to reflect the inherent requirements and expectations of this position. The information and statements in this position description are intended to reflect a general overview of the responsibilities and not to be interpreted as being all-inclusive. Appointment to this position is conditional upon the successful candidate being fully able to perform the inherent requirements of this position.

Section 41 of the *Workplace Injury Rehabilitation and Compensation Act* (as amended), requires disclosure to your employer of any pre-existing injuries or disease that you have suffered, or existing injuries or disease that you continue to suffer of, which you are aware and could reasonably be expected to foresee, and could be affected by the nature of the proposed employment referred to above.

In relation to workers compensation, I understand that I may be ineligible to apply for WorkCover for any, reoccurrence, exacerbation, deterioration or aggravation to a pre-existing injury or disease.

I acknowledge that failure to disclose the information or provide false and misleading information may dis-entitle me to compensation, pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* (WorkCover) should I suffer any reoccurrence, aggravation, acerbation, exacerbation or deterioration of a pre-existing injury, illness or disease arising from employment with Lyndoch Living.

I have read and understood the requirements and expectations outlined in this Position Description. I agree I have the physical and cognitive ability to fulfil the inherent requirements of the position and accept my role in fulfilling the requirements and expectations of this position.

Name (Please print):

Signature:

Date:

## Authorisation – Version 1.0

Amendments:

N/A

Authorised by: Acting General Manager - Community Services

Review and authorisation date: 24 / 11 / 2023