

1. Job Title

Support Worker(Certificate III in Aged Care / Assistant in Nursing)

2. Line Reporting

- (i) Care Manager
- (ii) Regional Manager
- (iii) Executive Management

3. Summary of Key Responsibilities

- As directed by the Care Manager and documented in the Nursing and Community Care Plan, deliver a range of client services, personal care and basic clinical support to the client.
- Provide personal care and community support to frail aged, people with a disability and their carers to assist in maintaining their independence at home.
- Observe and monitor the client and report any concerns or significant changes to the Care Manager.
- Deliver care in accordance with the Support Worker Guidelines and myHomecare policies.

4. Key Job Functions

The role of a myHomecare Support Worker involves the following key job functions:

- 4.1 Deliver Personal Care and Community Care** - Involves assisting clients with dressing, grooming, showering, oral hygiene, transferring, monitoring medication, and other personal care needs in accordance with the community care plan/s & support nurse activity sheet and as directed by the Care Manager.

Additionally, the Support Worker may be involved in the delivery of social support, meal preparation, household domestic assistance, shopping / bill paying and other care services to meet the client's needs.

- 4.2 Monitoring Client's Wellbeing** - Involves monitoring the client's physical, emotional, and psychosocial well being and acting as the clients advocate where required.

Additionally, the support nurse must observe the strain placed upon the client's primary carer/s and communicate any concerns to the Care Manager.

- 4.3 Provide Basic Clinical Care** - basic wound dressings, attend blood pressure, bowel care monitoring, observe pain relief, observe skin integrity, assist clients with urinary catheter care, assist with medication and any other clinical care needs in accordance with their standard of competency.

5. Work Environment

(i). Community

The nature of community care requires work to be performed in the client's home. This is a semi- autonomous working environment and requires the support nurse to **communicate any concerns or changes in a client's wellbeing to the Care Manager**.

It is the support nurse's Work Health & Safety (WH&S) responsibility to proactively report any **changes in the work environment** that may present a risk to the **Care Manager** immediately.

(ii). myHomecare Office

Support Nurses will be required to regularly attend the office for staff meetings and education in-services. **It is COMPULSORY to attend all staff meetings.**

6. Work Performed

KEY AREAS	DUTIES / RESPONSIBILITIES / SKILLS
Community Care and Client Care	<ul style="list-style-type: none"> As directed by the Care Manager (RN) and outlined in the community care plan, provide assistance to the client / carer with a high level of skill and confidence to meet their individual needs. Deliver care to clients living with Dementia in a 'person centred' approach. Provision of care services on weekdays and weekends. Regularly monitor the effects of care provided to clients and observe clients general wellbeing, <i>eg. Skin Integrity, Nutritional Intake, Mobility and Cognition</i> and discuss with the Care Manager (RN) if concerned. Monitor the strain and stress placed upon the client's carer (<i>family member/s</i>). Maintain and promote a positive and enthusiastic delivery of care to clients'. Ensure all clients' rights and confidentiality are maintained at all times. Arrived at the client's home in the agreed timeframe or phone the client to advise you are delayed. Assume the role of the client 'advocate' where required. Provide clients with information about community resources and support services available. Assist clients in accessing these services as required. Maintain professional boundaries when delivering care to clients.
Staff Responsibilities	<ul style="list-style-type: none"> Actively promote and uphold the reputation and professionalism of myHomecare in all conduct and personal appearance. Attend Support Worker and Team meetings and relevant in-services / education. Ensure compliance and awareness of safe work practices and Work Health & Safety (WH&S) employee obligations.

KEY AREAS	DUTIES / RESPONSIBILITIES / SKILLS
	<ul style="list-style-type: none"> • Support myHomecare in its Quality Management System (QMS) by promptly completing 'Continuous Improvement Logs' (CI Logs) and sending into the myHomecare office - <i>compliments, complaints, problems, potential problems, hazards and suggestions.</i> • Promptly report all client related concerns to Care Manager eg. <i>Inappropriate client gestures / feelings).</i> • Maintain Knowledge of and practice Aged Care Quality Standards • Maintain a positive work culture and report any unresolved employee issues to management.
Communication	<ul style="list-style-type: none"> • Strong verbal and interpersonal communication skills. • Communicate daily with your Care Manager via End of Day Email cc Assistant Care Manager. • Acknowledge all communication received from CM, ACM, RM • Respond to sensitive inquiries, often from anxious clients / family, with tact, discretion and professionalism.
Documentation	<ul style="list-style-type: none"> • Ensure a thorough understanding of the client documentation as defined in the Support Worker Program Guidelines. • Maintain up-to-date and accurate documentation relating to the personal care plan, nursing activity record, variances, client monitor updates and any other information relating to the client's care and well-being. • Ensure all documentation is legible. • Ensure requested documentation has been forwarded to Care Manager (RN) or Office within the required timeframes.
Education	<ul style="list-style-type: none"> • Compulsory attendance of fire drill and manual handling. • Current First Aid Certificate. • Participate in the myHomecare skill validation program and maintain knowledge and skills. This requires attendance of all in-service lectures provided by myHomecare.
Organisational	<ul style="list-style-type: none"> • Understand the organisational structure and full suite of programs provided by myHomecare. • Understand the referral sources of the business – such as General Practitioners, Discharge planners (Hospitals) and NSCCAH agencies.

7. Personnel Specification

Minimum Qualifications	<ul style="list-style-type: none"> • Certificate III in Aged Care or Assistant in Nursing. • Current First Aid Certificate. • Current NSW Driver's License. • Road worthy motor vehicle with Comprehensive or Third Party Property Damage motor vehicle insurance.
Minimum Employment Experience	<ul style="list-style-type: none"> • 1 year aged care experience. • Experience in providing care to people living with dementia.
Essential Personal Attributes	<ul style="list-style-type: none"> • Trustworthy and high level of personal integrity. • Demonstrate a high level of compassion and empathy of the aged, frail and people with a disability. • Demonstrate empathy and compassion towards myHomecare clients and their carers / family. • Effective verbal and written communication skills. • Excellent time management and planning skills. • Ability to treat client information in strict confidence at all times • Team player who is comfortable working in a semi-autonomous environment. • Ability to develop a courteous rapport with others. • Ability to develop a therapeutic relationship with clients and their carer / family.

8. Acceptance

I have read and understood the Position Description and agree to abide by the same.

Employee Name: _____

Signature: _____ Date: _____

HR Manager: _____ Date: _____

PART B - POSITION DEMANDS CHECKLIST

The purpose of this checklist is to manage any risk/s associated with this position and guide training requirements and environmental /equipment adaptation that may be necessary for the occupant of this position.

Frequency Code

O = occasionally

F = frequently

C = constantly

R = repetitively

N/A = not applicable to this position

Demands	Description	Frequency				
		O	F	C	R	N/A
Physical Demands of the Position						
Kneeling/Squatting	Tasks involve flexion/bending at the knees and ankle, possibly at the waist in order to work at low levels	●				
Leg/Foot Movement	Tasks involve use of the leg and/or foot to operate machinery					●
Hand/Arm Movement	Tasks involve use of hands/arms - eg, stacking, reaching, typing, mopping, sweeping, sorting and inspecting		●			
Bending/Twisting	Tasks involve forward or backward bending or twisting at the waist					●
Standing	Tasks involve standing in an upright position without moving about					●
Driving	Tasks involve operating any motor powered vehicle	●				
Sitting	Tasks involve remaining in a seated position during task performance		●			
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended		●			
Walking/Running	Tasks involve walking or running on even surfaces		●			
	Tasks involve walking on uneven surfaces			●		
	Tasks involve walking up steep slopes			●		
	Tasks involve walking down steep slopes			●		
	Tasks involve walking whilst pushing/pulling objects			●		
Climbing	Tasks involve climbing up or down stairs			●		
Working at heights	Tasks involve making use of ladders, foot stools, scaffolding, etc, anything where the person stands on an object other than the ground	●				
Lifting/Carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms	●				
	1. Light lifting/carrying (0-9kg)			●		
	2. Moderate lifting/carrying (10-15kg)	●				
	3. Heaving/lifting/carrying (16kg and above)					●
Restraining	Tasks involve restraining patients/clients/others	●				

Demands	Description	Frequency				
		O	F	C	R	N/A
Pushing/Pulling	Tasks involve pushing/pulling objects away from or towards the body – ie. <i>Wheelchair</i>					●
Grasping	Tasks involve gripping, holding, clasping with fingers or hands		●			
Manual Dexterity	Tasks involve fine finger movements - eg, keyboard operation, writing		●			
Sensory Demands of the Position						
Sight	Tasks involve use of eyes (sight) as an integral part of task performance - eg, looking at screen/keyboard in computer operation, working in dark environment		●			
Hearing	Tasks involve working in a noisy area - eg, workshop and/or operation of noisy machinery/equipment					●
Smell	Tasks involve the use of the smell senses as an integral part of the task performance - eg, working with chemicals					●
Taste	Tasks involve use of taste as an integral part of task performance					●
Touch	Tasks involve use of touch as an integral part of task performance	●				
Psychosocial Demands of the Position						
	Tasks involve interacting with distressed people	●				
	Tasks involve interacting with people with mental illness/disability/cognitive impairment		●			
Exposure to Chemical Hazards						
Dust	Tasks involve working with dust - eg, sawdust					●
Gases	Tasks involve working with gases					●
Fumes	Tasks involve working with fumes - eg, which may cause problems to health if inhaled					●
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made with skin - eg, dermatitis	●				
Hazardous Substances	Tasks involve handling hazardous substances including storage and/or transportation					●
Working Environment						
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance - eg, glare	●				
Sunlight	Exposure to sunlight	●				
Temperature	Tasks involve working in temperature extremes - eg, working in a cool room, working outdoors, boiler room					●
Confined Spaces	Tasks involve working in confined spaces					●
Accident Risk						
Surfaces	Tasks involve working on slippery or uneven surfaces					●
Housekeeping	Tasks involve working with obstacles within the area - bad housekeeping					●
Heights	Tasks involve working at heights below knee level and/or above shoulder height	●				
Manual Handling	Tasks involve manual handling tasks		●			
Biological Hazards						
Biological Products	Tasks involve working with blood/blood products/body fluids	●				

Adapted from NSW Health Circular 2001/74