



Position Description

New Position
Change to Existing Position

Position Title: Support Worker (Mainstream)	Date:
Reports To: PHCS Coordinator	Jobs Reporting to this Position: N/A

PHCS Vision and Values

PHCS's vision is for people to live at home with dignity. In working towards this vision PHCS staff are committed to the following values:

1. Valuing the uniqueness and worth of each person
2. Promoting client's contribution and independence
3. Promoting connections between client, family and the community
4. Taking responsibility and showing pride in the services delivered
5. Working cooperatively in partnership

Primary Purpose of Role:

The Support Worker provides individualised care and support to PHCS clients in their home and in the community as directed by the Coordinator. In providing that care and support:

1. Respect clients' dignity, privacy and confidentiality.
2. Support clients to maintain valued roles and links with family and community.
3. Promote clients health and wellbeing.
4. Encourage and assist clients to do all that they can for themselves.
5. Identify and act on factors that may contribute to clients' physical deterioration and social isolation.
6. Support primary carers to continue to care for their family member.

<p><u>Knowledge / Qualifications / Experience / Skills Required:</u></p> <p><i>Essential</i></p> <ul style="list-style-type: none"> • Demonstrate a commitment and appropriate values towards clients and their families. • Ability to provide care and support to PHCS clients including personal care, social support, community support and domestic support skills • Good communication and interpersonal skills • Good time management skills • A willingness to undertake Nationally Accredited Support Workers Course to Certificate II • Current drivers licence • Current Basic Workplace First Aid Certificate • Current Working with Children Clearance (if required to work with children under 18 yrs) • Current National Police Clearance • Current State Traffic Certificate <p><i>Desirable</i></p> <ul style="list-style-type: none"> • Nationally Accredited Support Workers Course to Certificate II or above, recognised prior learning and/or experience • Knowledge of local community activities and resources • Experience in providing community support and care. 	<p><u>Key Relationships:</u></p> <ul style="list-style-type: none"> • Clients including care recipients their carer/families • Coordinators • Client Service Officers • Liaison Carers • Other Support workers • PHCS Admin/HR • Health and Disability Service professionals • Community members <p><u>Working Environment:</u></p> <ul style="list-style-type: none"> • The position holder works in the community and in the homes of PHCS clients.
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Key Performance Indicators	Key Tasks / Accountabilities	Performance Measures
<p>Service Delivery</p>	<ul style="list-style-type: none"> • Provide reliable and timely services to clients in accordance with PHCS vision, values, policies, procedures, and standards of care. • Provide services as outlined on the client service plan and support worker strategies and as directed by the coordinator including: <ul style="list-style-type: none"> ○ Personal care ○ Domestic assistance ○ Social support ○ Respite to primary carers 	<ul style="list-style-type: none"> • Clients report on the quality of services they received from SWs. • Support worker appraisal indicates the SW: <ul style="list-style-type: none"> ○ Values the uniqueness and worth of each person ○ Promotes the client's independence and contribution ○ Promotes connection between client, family and the community • Observation of care provision including use of service plans and support worker strategies.

Key Performance Indicators	Key Tasks / Accountabilities	Performance Measures
Service Delivery (cont'd)	<ul style="list-style-type: none"> • Undertake specialised care tasks as trained and directed by the Nurse Consultant. • Provide information to the client about community activities. • Problem solves issues with clients and reports to the coordinator matters as required. • Uphold a duty of care to the client and oneself 	
Working Safely	<ul style="list-style-type: none"> • Undertakes duties following Occupational Safety & Health principles and practices • Pro-actively identifies and reports hazards in the workplace using the appropriate OSH forms. • Uses initiative to resolve hazards where possible. • Attends annual StaySAFE and other compulsory OSH training as required. 	<ul style="list-style-type: none"> • Practices safe work techniques and used equipment appropriately. • Coordinator and LC assessment of SWs compliance with OSH guidelines. • Feedback from client • Attendance at compulsory training
Communication	<ul style="list-style-type: none"> • Communicate effectively with all clients. • Promote PHCS positively with clients and community members. • Communicate effectively with all PHCS staff including fellow Support Workers, Coordinators and office staff. • Report to the Coordinator on the health and well-being of clients and any other staff on all relevant matters. 	<ul style="list-style-type: none"> • Support worker appraisal indicates that the SW <ul style="list-style-type: none"> ○ Values the uniqueness and worth of each person ○ Takes responsibility and shows pride in the services delivered ○ Works cooperatively in partnership with others
Administration	<ul style="list-style-type: none"> • Inform office staff of the need for sick leave & annual leave in a timely manner and complete the appropriate forms. • Maintain an accurate record of services provided to clients and provide neat and tidy timesheets to the coordinator at the day and time directed. • Ensure sick leave & annual leave forms are provided to office in line with policies and procedures. 	<ul style="list-style-type: none"> • Timesheets accurately reflect services provided and are neat and tidy • Timesheets and leave application forms arrive in timely manner.

Key Performance Indicators	Key Tasks / Accountabilities	Performance Measures
Continuous Improvement	<ul style="list-style-type: none"> • Encourage clients to feedback concerns and complaints about the quality of services to the Coordinator. • Provide feedback to the Coordinator on the quality services provided. • Provide feedback about systems and procedures to Quality Committee using '<i>Staff Suggestion</i>' form. 	<ul style="list-style-type: none"> • Maintains PHCS's commitment to providing high quality services with clients. • Provides feedback to Coordinator about services to clients • Makes appropriate suggestions.
Training & Development	<ul style="list-style-type: none"> • Attends training as required by PHCS. • Attends and contributes at Cluster Meetings. • Contributes to annual performance review process. • Assists to identify personal development needs. 	<ul style="list-style-type: none"> • Performance review input • Training and meeting attendance and participation

Position Holder:

Signature:

Date: