

POSITION DESCRIPTION



Overview of Northside Community Service:

Northside Community Service is a leading provider of community services. We are committed to delivering exceptional care standards and embracing diversity within our community. Our aim is to enhance the well-being and quality of life of all our clients.

Position Title: Home Support & Transport Worker

Classification Level: Northside Home Care Classification Level 1 to 5 (as per Northside’s Enterprise Agreement)

Reports To: Manager (Aged Care)

Position Objective:

Under general supervision of Aged Care Manager, Home Support & Transport Worker will work to the client’s defined care plan to enhance the quality of life for people who are frail aged, have a disability, and their carers through the provision of Home Support and Transport services to promote skills development and enhance independence.

Key Responsibilities and Duties:

- Direct Client Services
 - Work within the Aged Care Quality Standards framework to promote consumer dignity and choice at all times.
 - Provide best-practice support to clients who have been assessed as requiring complex care.
 - Establish a working relationship with each client, and contribute towards enhancing their well-being.
 - Maintain and enhance the practical daily living and self-care skills of each client.
 - Monitoring and reporting on client health, safety and well-being.
 - Provide supports to meet client needs and goals as determined by feedback, assessments and reviews.
 - Working with Aged Care & Inclusion team to support internal and external referrals for clients, as needed.
- Home and Community Support
 - Domestic Assistance – In line with clients care plan, domestic duties such as vacuuming, cleaning, laundry, food preparation and shopping (accompanied and unaccompanied).
 - Personal Care – In line with the clients care plan, provide personal care assistance with bathing/showering, hygiene, dressing, grooming, mobility, and other personal care tasks such as assisting with the fitting of aids or assisting people to eat meals (including meal preparation).
 - Individual or Group Social Support – Provide assistance to service users, either within their home or while accessing community, which is directed towards meeting their need for social contact and/or accompaniment in order to participate in community life.
 - Transport – Provide transport support to enable service users to access community and social activities and/or medical and specialist appointments. Assist clients to get in and out of vehicles.

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- Medication – supervising and prompting of Client to take medication as, and only if, directed by the care plan and if have completed medication training as applicable to the situation. Home Support & Transport Workers are not to give any medications without appropriate training.
- Collect fees, maintain records and issue receipts.
- Any other supports that meet clients’ needs and goals as determined by ACI Managers.
- **Monitoring and Reporting**
 - Report to the Coordinator and/or Manager, where there is a variation to the client’s health and wellbeing or a request for increased services;
 - Carry out ongoing safety checks on households and report any unsafe situations in the client’s home to the Coordinator and/or Manager;
 - Providing additional documentation or reports as required to support best practice; and
 - Maintain accurate client records and time sheets.
- **Workplace Health and Safety**
 - Adhere to all safe working procedures in accordance with instructions from ACI Managers;
 - Adhere to all Northside Community Service Workplace Health and Safety and risk management policies;
 - Take reasonable care of themselves and others who may be affected by their actions; and
 - Maintain best practice workplace health and safety practices at all times, in the office, in vehicles and in the community.
- Other duties consistent with the position where required and/or requested by the reporting manager. These may include assisting other Northside offices and Centres with cleaning, food preparation and transportation etc.

Essential Skills, Knowledge, and Experience:

1. Demonstrated past experience in working with frail aged, people with disability or illness and their carers.
2. Ability to establish rapport and to understand the needs of culturally diverse people who are socially isolated due to frailty, disability or illness, and the needs of their carers.
3. Demonstrated ability to work independently and report accurately to supervisor.
4. Excellent verbal and written communication skills including the demonstrated ability to communicate with clients and their carers, staff and range of service providers.
5. Proven experience in providing quality services that assist people to maintain their independence, dignity, cultural values and religious beliefs.
6. Ability to assist with and undertake home support and transport activities in a safe, timely and efficient manner, including the ability to lift mobility aids and other cleaning equipment as required.
7. Ability and willingness to work in a diverse range of settings including but not limited to, a person’s home and other community settings.
8. An understanding of safe work practices, proven experience in the use of appropriate manual handling techniques.
9. Ability to use technology to complete timesheets, reports and client documentation;

Qualifications and/or Training:

- Diploma of Home and Community Services (or equivalent); or Certificate III in Home and Community Services (or equivalent) with relevant experience.
- Full and valid driver’s licence. LR, MR and HR licenses desirable.
- Full time access to a comprehensively insured car.

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Physical Requirements/Work Environment:

- Reliable and comprehensively insured car, mobile phone and access to a computer or tablet.
- Driving to clients' locations.
- The position requires use of personal vehicle to deliver Northside services.
- Current First Aid certificate or willingness to obtain.
- Frequent lifting, manual handling tasks.
- Flexibility to work between the hours of 6:00 am and 8:00 pm for a 7.6-hour shift on weekdays, Monday through Friday, and the ability to work some weekends and public holidays.
- Moderate assistance with showering, drying and dressing.
- Preparing meals for clients.
- Making beds (usually standard beds; not height adjustable).
- Sponge bathing clients who are bed bound (usually in a height adjustable bed) with the assistance of another staff member. This may involve lifting and positioning of limbs.

General Employment Information:

Northside Community Service is committed to creating a child-safe, diverse, and equitable environment. We adhere to strict safety and anti-discrimination policies and encourage applications from diverse community groups. All employees must comply with our Code of Conduct, Health, and Safety policies and are subject to national police checks and appropriate screenings.

Signature

The employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			