

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	<b>Home Support Worker (CHSP)</b>		
<b>POSITION OVERVIEW</b>	Responsible for providing support to older individuals to allow them to lead fulfilling lives and avoid premature need for aged care facilities in accordance with the Aged Care quality standards.		
<b>CLASSIFICATION</b>	HCE Level 3	<b>SERVICE AREA</b>	Aged Care Services
<b>EMPLOYMENT STATUS</b>	<input type="checkbox"/> Full time <input checked="" type="checkbox"/> Part time <input type="checkbox"/> Casual		<b>HOURS PER WEEK</b> TBC
<b>LOCATION</b>	Various locations		
<b>IMMEDIATE MANAGER</b>	Coordinator Service Delivery		
<b>INDUSTRIAL AGREEMENT</b>	Woden Community Service Limited Enterprise Agreement 2024		
<b>REPORTING RELATIONSHIPS</b>			
<b>NO OF DIRECT REPORTS</b>	Nil	<b>NO OF INDIRECT REPORTS</b>	Nil
<b>KEY RELATIONSHIPS</b>			
<b>INTERNAL</b>	Other Home Support Workers, Coordinator Service Delivery		
<b>EXTERNAL</b>	Participants, Individuals families and/or legal guardians		
<b>KEY ACCOUNTABILITIES</b>			
<ul style="list-style-type: none"> <li>▪ Work alongside service users to enable them to achieve their goals in line with their individual service plans.</li> <li>▪ Work alongside service users to maximise their independence, self-esteem and confidence using a person-centred approach.</li> <li>▪ Assist service users in their shopping and other daily needs.</li> <li>▪ Provide personal care to participants to ensure hygiene and comfort.</li> <li>▪ Domestic duties including cleaning and assisting service users in maintaining their residences.</li> <li>▪ Contribute to the ongoing evaluation of service delivery by providing feedback to the Service Area/ Managers.</li> <li>▪ Be punctual, reliable, and respectful and always be mindful of the impact of your support on your service users' experience.</li> <li>▪ Provide timely and relevant feedback on support activities to service providers both verbally and in writing.</li> <li>▪ Embed a Reablement approach in service delivery to build on individuals' strengths and goals, with the objective of maintaining their independence.</li> <li>▪ Work in accordance with the Aged Care Quality Standards for service delivery – Standards 1 Consumer Dignity and Choice.</li> <li>▪ Contribute as an effective team member by sharing information, supporting and assisting colleagues in a proactive manner to meet organisational goals and timeframes.</li> <li>▪ Maintain accurate case notes and other relevant information and participate in reporting processes.</li> <li>▪ Maintain confidentiality and privacy standards.</li> </ul>			

- Engage in the evaluation of performance with your supervisor and actively seek opportunities for professional development. Engage in the ongoing improvement of own knowledge and skills through training and reflective practice.
- Attend mandatory training relevant to the role and actively participate in staff/team meetings and organisational activities.
- Participate in ongoing quality improvement of the service area.
- Ensure your safety, the safety of the community, service users and your colleagues by following the WCS Work Health and Safety Policy and Procedures at all times.
- Foster a culture where everyone is valued, respected and recognised by applying workplace diversity and equity principles

### EXPERIENCE & QUALIFICATIONS

**Essential**

- Minimum Certificate III in Individual Support – Ageing.
- Relevant community sector-based knowledge.
- Good interpersonal skills to communicate clearly with service users to provide sensitive and appropriate support to people who are ageing and/or have a disability.
- Demonstrated ability to establish rapport and build and maintain sound relationships with individuals, carers and families based on mutual respect and trust.
- Demonstrated understanding of professional boundaries, privacy and confidentiality.
- Demonstrated ability to work with limited supervision.
- Current driver's license and access to a reliable, registered and comprehensive insured vehicle.
- Reliable, punctual and person-centred approach to work.
- First Aid Certificate.

**Desirable**

**Other**

- Demonstrate at all times commitment to WCS' Purpose and Values and follow the WCS Code of Conduct.
- Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration.

**Document History**

**Original:** August 2023

**Revised:** January 2025

**Version:** V7

**Employee's name**

**Signature**

**DATE**