

	NEXUS PRIMARY HEALTH POSITION DESCRIPTION	Date: May 2022
		Version No: 002
		Authorising Manager A. Mullins - CEO

Position:	Community Support Worker
Classification:	Home Care Worker Level 3
Reports to:	Community Support Group Leader / Team Leader / Manager
Direct Reports:	Nil
Agreement/Award:	Social, Community, Home Care and Disability Services (SCHCADS) Industry Award 2010
Employment Status:	Permanent Part-Time
Immunisation Category:	Category B
Approved By:	Signature: 
	Name: Amanda Mullins Position: Chief Executive Officer Date: 16 June 2022

Organisation Context

Nexus Primary Health (Nexus) conducts business from offices located in Broadford, Wallan, Seymour, and Kinglake and across the Mitchell, Murrindindi, Greater Shepparton, and Strathbogie Shires. Some services are provided on an outreach arrangement.

Nexus is committed to excellence in the delivery of holistic, affordable, accessible community-based health services that meet quality and safety standards. To ensure this, all staff have a responsibility to provide client services that are designed with a quality and safety framework in mind. We recognise that the landscape of health is changing, and to ensure that our communities have continued access to services, Nexus endeavours to be innovative and flexible in program delivery and funding of services. Nexus recognises that the identification, assessment, and management of family violence risk is a shared responsibility across our organisation.

Nexus is a health promoting workplace that actively celebrates and promotes diversity of backgrounds and differences to realise the potential of our employees. We encourage job applications from Aboriginal and/or Torres Strait Islander people, people with disabilities, people from the LGBTIQ+ community and people from culturally diverse backgrounds.

Nexus is committed to the safeguarding of children and vulnerable people. All employees will undergo rigorous compliance screening prior to and during their employment.

Our Values

At Nexus, our shared values define who we are, what we stand for and how we work.

C	- We stand Courageously with you as your local community health provider with an understanding of our evolving community needs.
A	- We Act with integrity. You will be listened to. We will partner with you to achieve your health and wellbeing goals with honesty and integrity.
R	- Respect . You will be respected. We will ask you what you need to be safe at Nexus.
E	- Your Experience , achievements, and challenges will inform how we work together. We will partner with you, and other service providers to ensure you receive the best possible, locally based care.

Position Purpose

Community Support Workers provide whole of client support, in order to empower clients to lead fulfilling lives according to their own choices. Providing quality, practical, efficient, and effective services to clients includes but is not limited to domestic assistance, personal care assistance, respite care, home maintenance/modifications and delivered meals. Services may also include support for social connection to community, family, and friends, assisting clients in pursuing their wide variety of hobbies, interests, and passions.

The Community Support Worker will be responsible for delivering services according to the clients' task sheet using the Wellness and Reablement Model to support client engagement and participation in the tasks.

The team is funded through Home & Community Care Program (HACC), Commonwealth Home Support Program (CHSP), Veteran's Home Care and other third-party agencies to provide service to the frail aged & younger people with a disability.

Primary Accountabilities

The role will include but not limited to:

- Work with clients on a one-to-one basis and assist with appropriate tasks that have been agreed for the client. These tasks will be detailed on a Task Sheet for each client and may include the following:

Domestic Assistance

- Vacuuming of carpets, and/or other floor surfaces.
- Sweeping floor surfaces within the home, front and/or back porch.
- Mopping wet areas including bathroom, toilet, ensuite, laundry, kitchen.
- Cleaning bathroom and toilet.
- Laundry – washing/hanging/bring in/folding/putting away clothes.
- Ironing – Essential items only (15 minutes maximum per visit).
- Shopping, on behalf of client, within the town they reside or in the nearest shopping centre – Community Support Worker uses own vehicle.

Personal Care:

- Assisting with showering/bathing as detailed on individual hygiene assessments.
- Dressing – assisting client dress and/or undress.
- Grooming – assist client with grooming i.e.: shaving, hair, teeth, makeup.
- Taking client shopping – assisting client to shop, bank, pay bills, mobility, and transfer in and out of car – Community Support Worker uses own vehicle.
- Taking client to medical appointments –mobility and transfer in and out of car – Community Support Worker uses own vehicle for local appointments, agency vehicle for out-of-town appointments.
- Meal Preparation – assist client to prepare meal/s
- Assistance with eating, toileting, getting in and out of bed.

In Home Respite Care:

- Assistance with eating, toileting, getting in and out of bed.
- Meal Preparation – assist client to prepare meal/s.
- Light housework, including ensuring that the client is in sight at all times.
- Outing - Taking client out i.e. coffee, lunch, park, library etc within their local area. – Community Support Worker uses own vehicle.

Other Client Focussed Services:

- Supporting clients' emotional, physical, and psychological wellbeing through
- Empowerment, and skill development
- Supporting clients to engage in a wide range of social activities.
- Assisting clients in pursuit of their individual hobbies and interests

- Supporting clients to build and develop friendships and relationships e.g. via social media, attending social outings, Mens' Sheds.
- Continually develop both personally and professionally to meet the changing needs of your position, career and industry including supervision as identified with individual clients.
- Attend mandatory training sessions provided by the organisation and be actively involved in other training and development.
- Attend mandatory quarterly Community Support Team meetings and staff meetings.
- Actively participate in the Performance Appraisal and Development process
- Maintain confidentiality on all issues relating to the organisation, the clients and fellow colleagues.
- Be responsible for the reporting of complaints and incidents and monitoring of those directly related to service provision.

Core Physical Requirements

The core physical job demands of this position, within OH&S guidelines, may include but are not limited to:

- Driving/sitting for up to 30 minutes between client locations
- Standing or walking for periods up to 2 hours
- Performing repetitive tasks which may involve varying amounts of bending or twisting
- Bending at the knee, kneeling or squatting for varying periods – cleaning toilets, baths, showers, etc
- Extending both arms forward and reaching above the shoulder for varying periods – hanging washing, etc
- Extending both arms forward repetitively and perform repetitive upper limb work
- Rotation, flexing and extending of the neck frequently
- Lifting or carrying items unspecified in weight from floor level to waist level – vacuum cleaner, mop bucket, bags of grocery shopping, client's legs into/out of bath or bed, etc
- Pushing or pulling items unspecified in weight – vacuum cleaner, light furniture, shopping trolley, wheelchair etc
- Capacity to walk up and down stairs or on uneven or sloped surfaces occasionally
- Good hand grip and dexterity
- Being physically fit

Identifying and responding to family violence, consistent with the responsibilities within the Multi-Agency Risk Assessment Management (MARAM) framework.

Key Communications

Internal

All program staff as required for client care coordination

External

Other service providers as appropriate for client care coordination

Qualifications, Interpersonal Skills, Knowledge, Management and Licenses

Qualifications

Essential:

- Certificate III in Home & Community Care, Aged Care, Disability or Individual Support - applicants with progress towards a Certificate III qualification may also be considered.
- Current First Aid and CPR.
- Knowledge of Occupational Health & Safety requirements.
- Commitment to working from an empowerment perspective, promoting the client's independence, skill development and self-advocacy.
- Good communication and reporting skills
- Ability to work independently and as part of a team.

Desirable:

- Understanding of the knowledge and skills required in working with diverse members of the community.
- Relevant home and community experience
- Knowledge of Home & Community Care and the Wellness and Reablement Model

Interpersonal Skills

- Able to demonstrate creativity and critical thinking, and sound problem solving skills.
- Emotional intelligence skills and understanding of how one's behaviour may impact others
- Ability to effectively collaborate with others to achieve a common outcome.
- Awareness of your strengths and weaknesses.
- Confident communication that is effective, consistent, inclusive and achieves the desired outcome.
- Demonstrate personal accountability and integrity. Excellent active listening skills.
- Demonstrate respect through recognition and acknowledgement of the various views, beliefs, contributions, skills and experience of others.

Knowledge

- A comprehensive knowledge of the organisation's policies and procedures
- Specialist skills and knowledge related to the needs of the clients gained through experience, training, and education.
- Well-developed time management and organisational skills to meet the demands of the position.
- Requires sound knowledge of program, operational policy, and service aspects of work performed.
- Use their skills to undertake appropriate decisions in consultation with clients and their carers in relation to their individual needs and in their best interest.

Management

- Effectively plan, organise, and manage time to achieve outcomes and priorities, including meeting funding performance indicators, targets, and Nexus internal targets.
- Be responsible for the reporting of complaints and incidents and monitoring of those directly related to service provision.
- Representation of Nexus at appropriate forums and provide feedback.

Licences

- Fully Vaccinated for COVID-19 and influenza
- Current Police Records Check
- Current National Disability Insurance Scheme (NDIS) Worker Screening Clearance.
- Current Working with Children Check (WWCC).
- Current Victorian Drivers Licence.
- Own motor vehicle registered in Victoria and relevant comprehensive insurance.

Employee Acceptance (NA for New Starter via online onboarding)

Name	Position Title	Signature	Date
			/ /

Managers Authorisation

Name	Position Title	Signature	Date
			/ /

REVISION TABLE

Rev No	DATE	DESCRIPTION	PAGES	BY
1		Formulation of Position Description	All	S. Burns
2		Revised Format	All	S. Burns