

Part A - Role Description

Role Title:	Home Support Worker		
Division:	Innovation & Service Development	Service:	Life Care at Home
Level of Work:	Quality	Date last reviewed:	March 2016
Role Reports to (Role title):	Community Service Advisors		
Direct Reports (Role titles):	N/A		

Unique Value Add (*Succinct statement of why the role exists; the purpose*)

- Responsible for the delivery of services that achieve maximum degree of independence and enhance the ability to Live Every Day for our customers.

Standard Clauses (*to be provided i.e. WHS, Values*)

- Promote and comply with the approved safe systems of work – Life Care Procedures, Work Health Safety (WHS) legislation and regulations, maintain a safe workplace and report any workplace incidents and/or hazards.
- Promote and operate within the guidelines of the Life Care Way, the Life Care Charter and Life Care's values.
- Promote and operate within Life Care's Risk Framework.

Accountabilities (*Breakdown the UVA into max 5 key accountabilities*)

Must be outcomes and include timeframes for each accountability

- Delivery of services per customer care plan within assigned time frames
- Deliver services within scope of legislative responsibilities, organisational policies and procedures at all times.
- Effectively communicate with Life Care at Home staff to ensure ongoing needs of customers is maintained.

Key Authorities (*A summary of delegated authorities needed to effectively fulfil the role accountabilities*)

People (*Authorities to manage people relationships*)

Authority for Direct Reports

- N/A

Authority for Cross Functional Relationships

-

Financial (*Authorities to spend money*)

- N/A

Key System/Process (*Identify any business process/system that this role is leader of and/or accountable for contribution*)

- N/A

Part B - Person Specification

Qualifications *(Indicate whether mandatory or desired)*

Certificate III in Aged and Community Care or related experience

Skills and Abilities *(Individuals capabilities, include level of proficiency)*

- High degree of initiative with the capacity to formulate new ideas.
- The ability to motivate and engage with customers
- Ability to work flexible hours
- The ability to work cooperatively in, and develop a team environment.
- Ability to provide effective feedback to advisors including client, quality and safety outcomes.
- Clear and concise written and verbal skills for the provision of information.
- Demonstrate mature, self confidence and ability to communicate with all customers
- Excellent time management and organisational skills.
- Ability to analyse and interpret information
- Ability to work unsupervised.
- Ability to maintain respectful practice.

Knowledge *(Factual or procedural information needed to perform in the role)*

A sound understanding of working within teams.
Excellent communication skills
Sound knowledge and experience of customer service principals.
Effective understanding of Quality Standards and quality and safety systems.

Experience *(The minimum amount of experience required to perform in the role)*

- Experience in working in the human services setting

Additional Requirements

- Current Police Clearance – Aged Care
- Current Drivers Licence
- Current First Aid Certificate & CPR

Reviewed by:

Name:

Role Title:

Date:

Approved by:

Name:

Role Title:

Date: