

## **POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	<b>Support Worker - Casual</b>
<b>SECTION:</b>	<b>Client Services</b>
<b>CONDITIONS OF SERVICE:</b>	<b>As per Contract of Employment</b>
<b>RESPONSIBLE TO:</b>	<b>Zone Co-ordinator</b>
<b>POSITIONS UNDER DIRECT SUPERVISION:</b>	<b>None</b>

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### **1. THE OBJECTIVES OF THE POSITION**

This position reports directly to the Coordinator. The objectives of this position is to:

- Assist the Client Services Group to provide high quality home care services in a designated geographical area;
- To provide feedback and information to the Coordinator.

### **2. MAIN TASKS/DUTIES**

#### **2.1 Household Duties**

- To undertake or assist with routine household duties eg. washing, cooking, cleaning and provide social support.

#### **2.2 Personal Care**

- To provide personal care eg. showering, dressing, toileting etc.

#### **2.3 Respite Care**

- To provide or assist with the provision of respite care services.

#### **2.4 Support Worker's Meetings**

- To attend Support Worker and team meetings.

#### **2.5 Training**

- To attend training as required.

### **3. SKILLS, KNOWLEDGE AND TRAINING**

#### **3.1 Skills**

Desirable:

- Good personal care and home help skills
- Good verbal and interpersonal communication skills
- Good time management skills
- Ability to work as part of a team
- Good presentation skills

#### **3.2 Knowledge**

Desirable:

- Basic knowledge of disability
- Basic knowledge of dementia
- Basic knowledge of mental health
- Good understanding of the philosophy and objectives of PHCS

#### **3.3 Training**

Essential:

- Certificate Course in Occupational Safety and Health – Risks and Hazards
- Nationally Accredited Support Workers Course or exemption due to prior learning
- Manual Handling and personal care

### **4. JOB RESPONSIBILITIES**

- To provide quality client service in community care to each client on every occasion of service.
- To demonstrate an ability to maximise client independence and control in their lives.
- The position holder is responsible to carry out duties and report risks and hazards within the workplace in accordance with relevant legislation.

### **5. COMMUNICATIONS**

- Direct verbal communication with clients, other Support Workers and Client Services employees.
- Liaise with Corporate Services' employees.

## **6. WORKING ENVIRONMENT**

The position holder works in an isolated working environment. The workplace is primarily the private homes of PHCS' clients and other community locations.

## **7. PERFORMANCE STANDARDS**

Performance standards will be measured on the basis of:

- Availability and willingness to respond promptly to requests to meet client needs.
- Client satisfaction
- Effective communication
- Attendance at required Training activities
- Attendance at required Support Worker meetings.

Position Holder: Lynette Pitman

Signature:

Date: