

## POSITION DESCRIPTION

**POSITION TITLE:** Support Worker P/T  
**SECTION:** Client Services  
**RESPONSIBLE TO:** Zone Co-ordinator  
**POSITIONS UNDER DIRECT SUPERVISION:** None

---

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

- Inform the Co ordinators or Administration Assistants on relevant client and Support Worker matters, and policy and procedure issues on a daily basis or as required.
- Assist the Client Services Group to provide high quality home care services in a designated geographical area;
- Identify risks and hazards pro actively in accordance with PHCS' Occupational Safety and Health policies and procedures;
- Be willing to attend training and implement new skills learnt within the work place.
- Promote a culture of teamwork within PHCS.
- Support continuous improvement within PHCS.

### **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 Continuous Improvement**

- To participate in PHCS Continuous Improvement teams and related activities.

## **2.6 Training**

- To attend training as required.

## **2.7 Co-Coordinating Leave Absences**

- To arrange other Support Workers to undertake any client services that are required to be performed, if you are absent due to annual leave or as appropriate sick leave, in liaison with your Co Coordinator.

## **2.8 Other Duties**

- To undertake other duties as directed by your Co Coordinator and which are consistent with the general role and expectations of a Support Worker employed part time by PHCS.

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

### **3.1 Skills**

Desirable:

- Good personal care and home help skills
- Good verbal communication skills
- Good interpersonal skills
- Good time management skills
- Demonstrated initiative
- 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 risk and hazards within the workplace in accordance with relevant legislation.

#### **5. COMMUNICATIONS**

5.1 Direct verbal communication with clients, other Support Workers and Client Services' employees.

5.2 Liaise with Corporate Services' employees

5.3 Team participation in PHCS Continuous Improvement Teams

#### **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
- Participation in Continuous Improvement activities
- Promotion of teamwork
- Effective communication
- Attendance at required Training activities
- Attendance at required Support Worker Meetings

Position Holder:

Signature:

Date: