

Home Support Team Member

Position

This position is within Ageing & Disability. It is part of various ageing & disability services teams.

- This position reports to the Deputy Manager
- Reporting line may vary depending on location and service size
- This position does not have any direct reports This position may have direct reports, positions vary
- This position has the following direct reports:
This position is designated Band 7 under the *Schedule of Authorities and Delegations*
- This position is a budget holder This position has designated revenue targets
- This position is an Aboriginal & Torres Strait Islander identified position
- This position may require a working with children related clearance

Purpose

The purpose of this position is to provide direct home support services to older people and people with a disability in our consumer directed/self directed care services, to help them experience the life they never thought possible. Care and support is provided in a way that promotes respect and independence and excellent services to our consumers, their carers and families.

Context

Those with knowledge of this position say the things that might make your day are:

- Witnessing consumers' quality of life improve with the support of staff leading to better outcomes.
- Having consumers choose TBS services because they are seen as services of excellence.
- Supporting consumers to be flexible and creative to find solutions to consumers' clinical needs.
- Implementing systems that meet and exceed regulatory and best practice requirements.

Those with knowledge of this position say some key challenges you might experience are:

- Managing stakeholder expectations with limited available resources.
- Managing your own time in an environment with competing priorities.
- Ensuring that you continue to have a strong understanding of the sector in an environment of rapid and broad change within the sector generally

Travel

This position may require some flexibility in terms of travel or hours of work:

- Overnight travel/stays may be required
- Some weekend work may be required
- Some evening work may be required
- Travel between office locations/regions may be required
- Travel to consumers (varied locations) may be required
- Use of own registered, insured motor vehicle for business purposes may be required
- Use of TBS pool cars may be required

All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

To achieve this purpose, the position holder would typically

Focus

- Provide personal care services to consumers to support their activities of daily living such as support with dressing and general grooming, hygiene and showering, simple wound dressings, and blood sugar levels (BSL's).
- Provide domestic support services to consumers such as meal preparation, housework such as cleaning, vacuuming, washing, laundry, tidying up, and waste removal.
- Provide transport and social support services such as shopping, health appointments and recreation activities generally.
- Seek support from the Deputy Manager or specialist staff if there are any circumstances that are unusual or outside the scope of the client or service plan, for example, the consumer is not at home at the time of the service, the consumer has experienced an injury or illness or seems to be unwell, a family member of visitor to the home is aggressive.
- Make sure that appropriate manual handling procedures are followed and equipment such as hoists and lifters are used in accordance with instructions.
- Provide physical, social and emotional assistance to consumers that respect their choices and promotes their emotional and spiritual wellbeing.
- Attend team meetings as required and participate in training and support programs as provided
- Ensure high levels of customer service in all interactions.
- Establish and maintain positive working relationships with individual consumers, carers and families which reflect consumer directed care principles, their rights and responsibilities
- Advocate for consumers, their carers and families to enable choice and decision making that supports independence and quality of life.
- Document and create reports on client services and client changes using technology and paper based systems in a clear, logical, understandable and timely way.
- Advise the Team Leader of any significant changes or concerns regarding the client, their home environment, wellbeing, their services, or other risks, as soon as possible.
- Document work hours, kilometres travelled, reimbursements and other employee records in the timeframes required.
- Work in accordance with the Professional Governance Framework to ensure the services and support we provide to our clients and each other are person centred, connected, effective, and safe

When things are going well we would expect to see these outcomes:

Outcomes

- Consumers are supported in living their best lives within their own home for the entirety of their lives.
- Consumers are attracted to TBS and have high levels of satisfaction and engagement
- Consumers and their families provide TBS with positive feedback about their service
- TBS services for older people and people with a disability are recognised in the top quartile within the industry for practice.

We work collaboratively with others, however this position works close closely with:

Relationships

Within The Benevolent Society:

- Deputy Manager, Home Support
- Clinical Practice Support Manager
- Home Support Partners and other Home Support Team Members.
- Roster Officers

Outside The Benevolent Society:

- Consumers their families and carers

Individual

To achieve the position purpose and outcomes the position holder will need to have:

- Certificate 3 or 4, in Community Services or a related field
- Basic understanding of contemporary aged and/or disability practice.
- Basic knowledge of the needs of older people and/or people with a disability.
- Good interpersonal skills (to communicate effectively with consumers and their families)
- Current NSW drivers licence
- Basic computer skills

Approvals

Approver Director, Human Resources **Date:** 18 August 2016 **Position Code**

Review history V1.0 Release

Alternate titles Approved for use when advertising:

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.