

# Home Support Team Member



## The purpose of this position

The **purpose** of the 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 are provided in a way that promotes respect and independence and excellent services to our consumers, their carers, and families.

## About the position

- This position is within Ageing & Carers directorate.
- It's part of the Ageing team.
- This position **reports to** the Deputy Manager.
- This position allows for flexibility.
- The position leads a team.
- The position is designated Band 7 under the *Schedule of Authorities and Delegations*.
- The position is a:  Budget holder  Has designated revenue or billing targets.
- This position maybe advertised externally as Home Care Worker, Community Care Worker.

## Key areas of responsibility

- 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

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- 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.

## Key outcomes

### When things are going well, we would expect to see these 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.

## Key Capabilities

### Essential criteria

- Certificate 3 or 4, in Aged or Community Services (or working towards).
- Current NSW drivers' licence.
- Basic technology skills with mobile phones.

### Key attributes

- 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).

## People who know this position say that

### People who know 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.

### People who know 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.

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- Ensuring that you continue to have a strong understanding of the sector in an environment of rapid and broad change within the sector generally.

## Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

### This position may require:

- |                                     |   |                                     |                        |
|-------------------------------------|---|-------------------------------------|------------------------|
| <input type="checkbox"/>            | Overnight travel/stays.                                       | <input checked="" type="checkbox"/> | Weekend work.          |
| <input checked="" type="checkbox"/> | Travel between office locations/regions.                      | <input checked="" type="checkbox"/> | Evening work.          |
| <input checked="" type="checkbox"/> | Travel to clients (varied locations).                         | <input type="checkbox"/>            | Special event support. |
| <input checked="" type="checkbox"/> | Use of own registered, insured (comprehensive) motor vehicle. |                                     |                        |
| <input type="checkbox"/>            | Use of TBS pool cars.   |                                     |                        |

## Key relationships

### We work collaboratively with others. This position works closely with:

#### 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