

POSITION DESCRIPTION



OUR VALUES

Mishpacha: family and community

Derek Eretz: respect

Tzedakeh: justice and benevolence

Chesed: kindness

Unity: for the benefit of our clients & future



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| POSITION TITLE | Home & Community Support Worker |
| HOURS OF WORK | Up to 10 Hours Per Week |
| POSITION CLASSIFICATION | Casual SACS level 2.1-2.2 (<i>Depending on experience</i>) |
| REPORTS TO | General Manager |
| PROGRAM AREA | Home & Community Support |

1. Introduction & Background Information

Jewish Community Services Inc (JCS) is a non-profit community organisation established in 1994 to respond to the needs of individuals and families in South Australia's Jewish Community.

Within this vibrant Jewish Community, JCS provides culturally sensitive and confidential support and assistance. Our core services include Home & Community Support services for frail/older people over the age of 65 through the provision of domestic support personal care, social support, transport, meals and center-based day care delivered by a mix of paid and non-paid staff.

Although we prioritise services to those within the Jewish community, JCS also promotes and provides home and community support services to the broader community of Adelaide to ensure the needs of older, frail individuals are adequately met.

JCS embraces Wellness and Reablement approach and fosters an "*Active Choices Active People*" model of service and promotes Consumer Directed Care (CDC) principles for clients who access our services, which include:

- promoting a 'wellness' or 'active ageing' approach that emphasises physical and mental health;
- opportunities to improve social participation to maintain or promote a person's capacity to live as independently as possible;
- a person-centred approach to support, promoting wellness and active participation in goal setting and decision making;
- timely and flexible services that respond to a person and their needs; and
- allowing clients to have greater control over their own lives by making choices about the types of care and services they access and the delivery of those services, including who will deliver the services and when.

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2. Position Objectives

Home & Community Support Workers provide a range of high quality in home and community support services to frail older people, people with a disability and their carers including family members and assist to promote wellness, active ageing, client independence and quality of life while living at home.

Home & Community Support Workers can expect to provide the following support to JCS service users, however this is not limited to:

- **Domestic Assistance** - including household cleaning and escorting to undertake activities such as shopping, appointments and bill paying. Assistance with household cleaning is provided in the context of the staff member working alongside the client to assist with basic and essential household cleaning tasks in order to build their confidence and maintain their capacity as much as possible.
- **Personal Care** - including bathing, dressing, grooming, toileting, assistance with mobility and eating. Personal care is provided to clients who require assistance to perform activities of daily living due to illness, disability or frailty. Staff may also work alongside the individual to demonstrate techniques to improve the clients capacity for self-management and assist to build confidence in the use of equipment or aids.
- **Social Support** - including assisting clients maintaining access to the community
- **Community Support** - including assisting with the facilitation of centre based and social support groups, programs, meal preparation and transportation.
- **Respite Care** - including providing the clients carer/and or family with a break from their caring duties and the person being cared for is provided with meaningful support, activities or an outing.

3. Key Responsibilities

- Provide assistance with a range of domestic assistance, personal care, community support and respite care tasks to all clients in accordance with all JCS policies and procedures;
- Ensure that the services provided are in accordance with each client's goals and support needs to achieve the individual Wellness and Reablement and following *Active Choices Active People* philosophies as per the client support plan;
- Support clients to maintain and develop independent living skills and routines in order to promote individual levels of independence in accordance with person centred approaches;
- Undertake all activities in a safe manner within each work environment to ensure the safety for self, clients and others;
- Monitor the physical, social and emotional well being of each client and report all issues relating to changes in clients health, nutrition and physical well being to the coordinator / manager;
- Ensure immediate action is taken in an emergency to ensure the safety and well being of the client;
- Develop an effective and positive working relationship with all clients respecting each clients cultural values and beliefs;

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- Accurately complete and submit regular and client reporting and communication forms in a timely manner;
- Maintain, record and submit accurate timesheets relating to service hours and work related travel;

4. Organisational Responsibilities

- Assist with the promotion of a quality culture that is embedded into processes and procedures;
- Ensure all organisational activity, programs and services ongoing compliance with internal processes, relevant legislation and funding body guidelines and standards;
- Assist the Management team by contributing to program specific areas and measures within the organisational strategic plan;
- Liaise and network effectively with other service providers and agencies to acquire knowledge and information relevant to this role;
- Effectively promote the service, ensuring it is well known in the local community, accessed by many people, and considered with high regard;
- Manage, promote and ensure compliance with Work, Health and Safety (WH&S) and statutory requirements within JCS;
- Promote and comply with the JCS staff Code of Conduct;
- Comply with all Department of Health, other funding body, legislative, JCS quality, WH&S and the Quality Reporting Program requirements;
- Provide a consistently high level of service to all clients and external stakeholders in a prompt and pleasant manner;
- Active and consistent participation at team and organisational meetings;
- Maintain the highest ethical standards and confidentiality in dealing with all clients and each other; and
- Develop individual skills and knowledge that will better serve our clients;

5. Qualifications, Skills & Key Selection Criteria

Essential

- Certificate III in Aged Care or Home & Community Care (or equivalent qualification);
- An understanding of the ageing process and issues effecting people with disabilities and people from diverse backgrounds;
- Sound knowledge of the Community Home Support Programme (CHSP) including experience working and communicating effectively with the aged, people with dementia, people with a disability and carers within a community setting;
- Current National Police Clearance (NPC) or willingness to obtain;
- Senior First Aid certificate or willingness to obtain;
- Current SA (CAR) Drivers Licence;

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- Experience in performing a range of household, personal assistance and other client support tasks as per the client support plan;
- Ability to monitor client wellbeing and communicate concerns to the Team Leader;
- Effective administrative skills in completion of time sheets, travel records, client reporting and other basic forms;
- Knowledge of basic person-centred support models such as the Active Service Model and Consumer Directed Care (CDC) principles;
- Sound communication and interpersonal skills;
- Experience in working within a team setting;
- Well developed communication (oral and written) and interpersonal skills relevant to the position;
- Sound conflict resolution and negotiation skills;
- Solid time management, planning and organisational skills;
- Commitment to the implementation of the principles of workplace diversity, participative work practices and occupational health and safety; and
- Commitment to learning about the Jewish faith and cultural practices.

Desirable

- Experience in embedding Jewish culture and religion into service delivery of programs; and
- Experience in a small or non-profit organisation.

6. Position Relationships

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| Reports to | <ul style="list-style-type: none"> • General Manager (through the Coordinator, Home & Community Support) |
| Direct reports | <ul style="list-style-type: none"> • Nil |
| Key internal relationships | <ul style="list-style-type: none"> • Coordinator, Home & Community Support • Finance & Business Support Officer • Administration Support Officer • Other Home & Community Support Workers • Volunteers |
| Key external relationships | <ul style="list-style-type: none"> • JCS Clients, Carer & Family Members • Members of the Jewish Community |

7. General Information

- The position is funded as part of the Commonwealth Home Support Programme (CHSP) which aligns with the JCS Comprehensive Grant Agreement until 30 June 2022.
- There is a requirement to have a current unrestricted SA drivers licence;
- Access to a private vehicle with up to date vehicle registration and insurance cover to commute and provide client transportation;
- Employment is subject to a National Police Clearance;
- Due to the nature of this role, there is requirement to undertake work and activities in a variety of settings including client's homes, JCS premises, synagogues and other external venues; and

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- Ongoing employment is subject to completion of a three (3) month probation review

8. Confidentiality & Privacy

Confidential information about JCS staff, clients, finances, and operational matters should never be discussed, shared or released to third parties, unless permitted and authorised by the General Manager.