



POSITION DESCRIPTION

POSITION DETAILS	
PD Number	PD003c
POSITION TITLE:	Home Care Support Worker
REPORTS TO:	Team Leader – Help at Home / Regional Care Manager (as noted in contract)
DIRECT REPORTS:	Nil
GRADE	SCHADS Award Home Care Employee Level 2
HOURS:	As per contract
BUSINESS UNIT/LOCATION	Wollongong /Illawarra/Shoalhaven, Queanbeyan and ACT, client home and other community settings
ROLE PURPOSE	Provides a range of support services to older people in their home, including personal care, domestic assistance, respite, transport, and social support. The role works primarily with clients from culturally and linguistically diverse (CALD) backgrounds.
Main Tasks and Responsibilities	
<p>Sustainability</p> <ul style="list-style-type: none"> Utilise AlayaCare Mobility App for roster, recording visits and creating dated notes. <p>Community Reach</p> <ul style="list-style-type: none"> Identify clients in need of additional assistance or services, and work with the Care Advisers and Team Leader/Regional Care Manager to refer clients for appropriate supports. Support CHSP clients who require Home Care Package Services with information and referral to My Aged Care. Represent MCCI positively at all times. <p>Consumer Satisfaction and Impact</p> <ul style="list-style-type: none"> Provide high-quality in-home care services to clients as outlined in their support plan; including personal care, domestic assistance, flexible respite, transport and social support . Provide accurate and timely support feedback and all other reporting requirements as directed by the Team Leader/Regional Care Manager and management. Support the implementation of wellness and reablement strategies in service delivery. Maintain professional relationships and communication with consumers, carers, and family members. Maintain the privacy and dignity of consumers at all times. <p>People and Culture</p> <ul style="list-style-type: none"> Implement effective, culturally appropriate communication strategies with clients. Contribute to a cohesive team environment and positive workplace culture. Develop and maintain effective relationships with internal stakeholders. Attendance at regular staff & team meetings as required. Maintaining a commitment to ongoing personal development and education. Undertake on-the-job skills validation. 	


Main Tasks and Responsibilities

Service Delivery and Quality

- Work proactively with the Team Leader/Regional Care Manager to identify opportunities for continuous improvement in program delivery.
- Comply with all WH&S policies and procedures of MCCI.
- Handle complaints and incidents in line with MCCI policy.
- Assist MCCI with the completion of quality reviews and accreditations.
- Perform any other required duties as instructed

Role requirements

Values and Behaviours	<p>SUPPORT</p> <ul style="list-style-type: none"> • Consumer partnership at the centre of our work. • Supporting our colleagues to grow in skills and confidence. <p>TEAMWORK</p> <ul style="list-style-type: none"> • Quality improvement and good information management underpinning our work • Collaborating and working effectively together on our team's goals. <p>TRUST</p> <ul style="list-style-type: none"> • Building confidence with our community, consumers and carers. • Acting in accordance with MCCI's values and purpose always. <p>SHARE</p> <ul style="list-style-type: none"> • Empowering consumers to make good decisions for their wellbeing. • Together pursuing ideas, innovations improvements to the way we work.
Underlying characteristics	<ul style="list-style-type: none"> • Excellent written and verbal communication skills and the ability to relate to and gain buy-in, cooperation and support from a broad range of stakeholders. • Excellent time management. • Demonstrates attention to detail, accuracy and thoroughness in work produced. • Self-directed and autonomous, requiring minimal supervision.
Experience Requirements	<ul style="list-style-type: none"> • Strong knowledge of, and prior experience working with, CALD community organisations and an understanding of issues and needs of older people from CALD backgrounds. • Experience in working with minimal supervision with agreed objectives. • A minimum of 12 month's industry experience (or equivalent relevant experience, and on the job training) is required.
Qualification Requirements	<ul style="list-style-type: none"> • Employees require Certificate 3 in Individual Support or equivalent verifiable work experience and on the job training. • First Aid Certificate.
Licence/s & Checks	<ul style="list-style-type: none"> • Appropriate licence for transportation e.g. Class C licence (essential). • Own motor vehicle (essential). • Vehicle registration and full comprehensive car insurance (essential). • Valid Police check (essential). • Eligibility to work in Australia (essential). • Working with Vulnerable People Card (for ACT candidates). • Smart phone (with up-to-date operating system). • Vaccinations as per MCCI policy.

Employee Print Name:		
Employee's Signature:		Date:
CEO & Co. Secretary Signature:		Date: