

Support Worker Job Description



Form Code: HCJD_09

Authorised by: GM Home Care

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Date for next review: December 2025

JOB TITLE: Support Worker
RESPONSIBLE TO: General Manager, Home Care Services
DIRECT REPORT: N/A
EMPLOYMENT TYPE: Full-Time/Part-Time/Casual

Reporting to the General Manager, Home Care Services, the Support Worker provides direct assistance to clients of Rembrandt Living who receive the services in accordance with their negotiated Service Plan and as outlined by the Coordinator.

Management and Accountability:

- Delivers Home Care services to Clients within the philosophy of the organisation.
- Under direction from the Coordinator uses products and resources supplied by Rembrandt Living or by the Client in accordance with Competency Based Training.
- Responds to Client's needs with an individualised approach.
- Maintains Client independence as much as possible through work practice.
- Maintains regular contact with the Coordinator to provide feedback relating to Clients' needs in relation to services and to receive relevant information.
- Positively promotes Rembrandt Living both internally & externally.
- Maintains confidentiality on all issues relating to the organisation, Clients, other staff and volunteers.
- Treats all Clients with respect, dignity and equality and ensures quality access to services.
- Ensures that all documentation, including Client records, is accurate, complete and stored in a professional, safe and timely manner.
- Keeps all client documentation secure and confidential.
- Provides continual feedback on client progress to your Coordinator both verbally and via monthly, three monthly reports and client notes.
- Attends staff meetings and education sessions as planned and maintain up to date knowledge of policies, procedures and changes in the work environment.
- Assists in promoting a culture of inclusiveness and celebration of diversity.
- Participates actively towards continuous improvement and accreditation.
- Follows compliance within Rembrandt Living's policies and procedures including the code of conduct and Equal Employment Opportunities.
- Acquires and maintains work health and safety knowledge relevant to the workplace and understands all operations and associated hazards and risks
- Any other duties as requested by the General Manager or delegate.

Workplace Health & Safety

- In accordance with current legislation specific to your job role and responsibilities, all staff are required to become familiar with and work in accordance with the *Work Health and Safety Act 2012 (SA)*, *Workers Rehabilitation and Compensation Act 1986*, and comply with all WHS responsibilities relevant to your role as outlined in Rembrandt Living's Work Health & Safety Policy.

Skills and Experience/Technical Know How:

- Certificate III in Aged Care
- Demonstrated evidence of skills in supporting older people in a community setting
- Demonstrated ability to interact and contribute to the Home Care team in line with organisational policies, procedures, vision and philosophy.
- Proficiency in liaising with internal and external clients and excellent interpersonal and communication skills.
- Sound understanding and knowledge of role related legislation, equipment, policies and procedures.
- Application of acquired skills and knowledge required to fulfil this position.
- Current police clearance