



## **JOB DESCRIPTION**

<b>Job Title:</b>	Support Worker
<b>Department:</b>	Home Care Services
<b>Location:</b>	Bay of Plenty
<b>Responsible To:</b>	Home Care Services Manager Home Care Services Co-ordinator
<b>Functional Relationships:</b>	Chief Executive Officer Operations Manager Home Care Services Manager DRCT Staff Clients and their families/whanau

### **General Aim:**

To be a responsible employee and develop a clear understanding of the Centre's Mission Statement, aims and goals and accept responsibility for ensuring they are the focus of the position held.

### **Purpose Statement:**

- 1.** To provide and maintain a service to people with a disability and those similarly affected by ageing that will enhance their ability and opportunity to participate as fully as possible in community life and activities.
- 2.** To implement care plans by directly providing practical, physical, social; and emotional care in clients own homes, creating a supportive environment in which clients can achieve maximum independence.

## Key Accountabilities

1. Provide personal care in a holistic manner by assisting, enabling, maintaining and supporting clients according to their assessment needs and as identified in the Service Delivery Plan.

### *Performance Indicators*

- As a carer you will be sensitive and responsive to race, culture, religion, age, disability, gender and sexuality of our clients
- Our services will be delivered in a professional and holistic manner ensuring at all times that you maintain confidentiality and ethical standards
- High client satisfaction is maintained

### *Duties may include:*

- Getting client out of bed and assisting into bed in the evening
- Dressing/undressing
- Showering, washing and bathing
- Assisting with personal hygiene and grooming
- Checking nails (Note: do not cut or trim toe nails)
- Toileting, assist client with transferring to and from toilet or commode and personal hygiene relating to this
- Mouth care
- Eye Care
- Specialised personal cares specific to the client e.g. bowel care, managing incontinence, exercises, lifting, transferring, supervision of medications etc.

***The specific requirements of each assignment will vary and these cares must only be undertaken under the direction of the Home Care Services Team and following appropriate training.***

2. Provide household management in a holistic manner by assisting, enabling, maintaining and supporting clients according to their assessment needs and as identified in the Service Delivery Plan.

### *Performance Indicators*

- As a carer you will be sensitive and responsive to race, culture, religion, age, disability, gender and sexuality of our clients
- Our services will be delivered in a professional and holistic manner ensuring at all times that you maintain confidentiality and ethical standards
- High client satisfaction is maintained

*Duties may include:*

- Dusting (damp dusting where client has a respiratory condition)
  - Vacuum appropriate floor areas as required, moving furniture to clean underneath, removing the head off the vacuum cleaner to clean skirting boards and corners. Shake mats outside.
  - Wet mop appropriate floor areas as required
  - Making beds and changing linen.
  - Clean bathroom and toilet areas, using different cloths and buckets for different areas i.e. kitchen, bathroom and toilet. Clean both inside and outside of the toilet.
  - Clean kitchen surfaces as and where required.
  - Check and clean fridges and stoves as directed.
  - Interior window cleaning.
  - Washing laundry, hanging out and bringing in as indicated on care plan.
  - Ironing
  - Sweep porches as indicated
  - Prepare and cook meals if required.
3. Identify and report and care issues directly to Home Care Servicer Co-ordinators and complete documentation if required.

*Performance Indicators*

- Incidents will be reported in a timely manner
  - Changes to client's conditions will be acted upon promptly.
  - Client's records will be current and accurate.
4. Actively participate in qualification training and ensure attendance at induction sessions, orientation meetings, forums, discussions and in-service training that relates to Home Care Services. This could include training for client specific needs.

*Performance Indicators*

- Career development and enhancing skills will be continuous
- Detailed individual training plan will be developed and implemented.
- Qualifications will be achieved and acknowledged.
- Clients specific needs will be identified and training provided so care is appropriate at all times
- Support Worker is familiar with DRCT policies and procedures
- Support Worker is proactive in health reform and operating under best practice.

5. Maintain courteous, professional and co-operative relationships with all staff and others involved in the Centre's functions.

*Performance Indicators*

- Professional standards of communication and support are maintained at all times.
6. Workflows are organised in a manner that ensure good personal performance standards are maintained.

*Performance Indicators*

- Timesheets are received on time.
  - Timesheets are an accurate reflection of time worked and kilometres travelled.
  - Client care and support will be delivered according to the arranged and scheduled time.
  - Requests for leave will be applied for within the set timeframe.
  - Records are neat and accurate.
  - Absence from work, planned or unplanned will be reported to the Home Care Services Co-ordinator.
7. Engage fully in DRCT processes and develop an understanding of operational policy.

*Performance Indicators*

- Participate in DRCT Staff meetings and Community Services Team meetings
- Participate in ongoing staff training as identified
- Offer suggestions on how quality of service can be improved
- Maintain high level of customer/client service satisfaction
- Understand and adhere to DRCT policies and procedures
- Adhere to DRCT vision and values
- Ensure services are provided in accordance with the Code of Health and Disability Services Consumers Rights 1996 and the Privacy Code 1994.

**Signature:** .....

**Date:** .....