

ROLE STATEMENT

Role Title:	Home Care Worker
Department:	Services Delivery Department
Location:	Various
Reports to:	Community Services Manager

About ECCQ

Established in 1976, ECCQ has a long and proud history of leading and contributing to the development of Queensland as a successful multicultural society. ECCQ's focus is supporting and advocating for the needs, interests and contributions of culturally and linguistically diverse communities in Queensland and providing culturally inclusive health services, information and education. We believe that everyone, irrespective of their background, should be able to participate in and contribute to all aspects of Australian life.

ECCQ is supporting Queensland's growth into an inclusive and harmonious community – for everyone to enjoy and participate in. ECCQ continues to be the reference point for ethnic community representation in Queensland.

ECCQ wholly owns and operates, Diversicare – which has been the industry leader in providing culturally inclusive community based and in-home care, and Berlasco Court Caring Centre, the only recognised residential care provider in Queensland that focuses on cultural inclusiveness.

Purpose of Role

Home Care Workers provide culturally and linguistically appropriate care and support services to consumers and their carers, enabling consumers to remain in their homes and retain independence.

The responsibilities of a Home Care Worker may include working under the guidance and supervision of medical professionals, medication prompting (if qualified), transportation, cleaning of the home, meal preparation, personal care and other social and health support activities.

The Home Care Worker operates as a part of the Services Delivery team, along with the Home Care Package Case Manager, monitoring and reporting on the client's situation and condition, within scope of practice. Home Care Workers are committed to best practice and ensure that care and support services are delivered in a caring and respectful manner, in accordance with ECCQ's policies and procedures.

Key Relationships

Internal	<ul style="list-style-type: none"> ○ Central Support Services Team ○ Community Nurse ○ Fellow Home Care Workers ○ Community Services Manger ○ Central Support Services Team ○ Home Care Package Case Manager's
External	<ul style="list-style-type: none"> ○ Clients and Carers ○ Other support staff (including other agency workers and allied health professionals)

Key Accountabilities	Expected Outcomes
<p>1. Service Provision</p> <ul style="list-style-type: none"> ● Provide care services and assistance in accordance with the consumer Care Plan, ECCQ policies and procedures and the Aged Care Quality standards. ● Assist with in-home or centre based respite support for consumers and carers, including cleaning, meal preparation, transport to appointments and social outings, companionship, shopping. ● Assist clients with daily living activities including personal care such as showering, bathing, grooming, feeding, dressing, toileting, mobility and medication monitoring/prompting (Medication Skill set required). ● Personalised support of clients and carers in a cultural and linguistically appropriate manner (where possible), delivered throughout care services. 	<ul style="list-style-type: none"> ○ Enhanced care outcomes for all clients, delivering personalised care and where possible, culturally and linguistically appropriate care for clients. ○ Home Care Workers operate within ECCQ policies and procedures, abiding by the Code of Conduct and in accordance with the Aged Care Quality standards and to achieve consistent high quality outcomes for all stakeholders. ○ Clients of ECCQ receive outstanding care and services. ○ Home Care Workers provide high quality care, contributing to the overall Mission, Vision and Values of ECCQ and Diversicare.
<p>2. Communication & Networking</p> <ul style="list-style-type: none"> ● Maintain effective communication with Service Delivery Team and Central Support Services team in a timely and appropriate manner. ● Provide client progress observations and regular feedback to the Home Care Package Case Manager for the clients ongoing care and safety. ● Participate in team meetings and case conferences as required. 	<ul style="list-style-type: none"> ○ Client services are appropriate to the needs as condition and situation is regularly reported on to the Services Delivery and Central Support Services teams. ○ Hazards for both employees and clients are quickly identified and managed for continuously improved Safety outcomes. ○ ECCQ embodies a continuous learning culture, which benefits all employees and stakeholders.
<p>3. Organisation & Administration</p> <ul style="list-style-type: none"> ● Organise own work to complete to required standards, within agreed timeframe and as per the consumer Care Plan. ● Complete administrative tasks in accordance with ECCQ procedures (for example – consumer progress notes, sign in/sign out sheets and Accident/Incident Reports) as required. 	<ul style="list-style-type: none"> ○ Service and care delivered according to the Care Plan and ECCQ policies and processes. ○ Care Plans are adhered to and regular communication takes place with appropriate stakeholders, ensuring clients are given the most appropriate care throughout the customer lifecycle. ○ Administrative tasks are completed in a timely and complete manner for the best organisation and consumer outcomes.

<p>4. Workplace Health & Safety</p> <ul style="list-style-type: none"> • Ensure personal safety and the health and safety of others, by following instructions and safe work practices provided, with particular attention to the manual handling of consumers and/or materials and using equipment, materials and facilities in a safe and responsible manner. • Report hazards, accidents and incidents in a timely manner to prevent and minimize risk. • Use personal protective equipment (PPE) in accordance with policies and as required by ECCQ, Government and regulatory departments. • Comply with all Workplace Health and Safety policies and practices including COVID-19 (Safe Work Australia). 	<ul style="list-style-type: none"> ○ Home Care Worker take responsibility to maintain a safe work environment for themselves, clients and other visitor by following ECCQ policies and procedures. This includes the reporting of hazards, accidents and incidents in a timely manner to prevent and minimize risk. ○ Use personal protective equipment (PPE) in accordance with policies and as required by ECCQ, Government and regulatory departments. ○ No potentially hazardous tasks are performed without the appropriate assessment, education and or instruction.
<p>5. Training & Development</p> <ul style="list-style-type: none"> • Attend and participate in compulsory training programs/meetings and other employee development activities. • Complete delegated online training in a timely manner and as instructed in order to ensure ongoing compliance with Aged Care Quality standards, Workplace Health and Safety, and compliance with all other requirements of ECCQ and the Aged Care industry. 	<ul style="list-style-type: none"> ○ Up to date training ensures the best service outcomes for all clients and their carers. ○ ECCQ policies and procedures are followed and the Aged Care Quality standards are met in all services delivered.

Qualifications

- *Minimum Certificate III in Aged Care/Certificate III in Home & Community Care.*

Competency	Definition
Client service orientation	Making efforts to listen to and understand the client (both internal and external); anticipating their needs; giving high priority to client satisfaction.
Collaboration	Working effectively with others in the organisation outside the line of formal authority (such as peers in other departments or senior management) to accomplish organisational goals and to identify and resolve problems.

Motivational “fit”	The extent to which job activities and responsibilities, ECCQ’s beliefs and values, including having a commitment to the community are consistent with the type of environment that provides personal satisfaction and growth in the degree to which the work itself is personally satisfying and meets the organisational environment of ECCQ.
Teamwork (cooperation)	Active participation in, and facilitation of, team effectiveness; taking actions that demonstrate consideration for the feelings and needs of others; being aware of the effect of one's behaviour on others.
Technical/ Professional knowledge & proficiency	Having achieved a satisfactory level of technical and professional skills/knowledge and performance in job-related areas; keeping up with current developments and trends in areas of expertise. This should include required skills and expertise, and specific experience and professional “know-how”.
Attention to detail	Accomplishing tasks through concern for all areas involved, no matter how small, showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time.
Initiative	Asserting one’s influence over events to achieve goals; self-starting rather than accepting passively, taking action to achieve goals beyond what is required, being proactive.
Sensitivity	Taking actions that indicate a consideration for the feelings and needs of others; being aware of the impact of one's own behaviour on others

Additional Requirements

ECCQ requires that the incumbent to be:

1. able to subscribe to the aims, beliefs and working principles of ECCQ
2. able to show strong community focused character, valuing of people in general and marginalised people in particular
3. a respected member of the community
4. a holder of a “Blue Card” from the Blue Card Services Department for the purposes of child related employment
5. willing to work under ECCQ’s Employee Code of Conduct

Developed by	People Services Business Partner
Checked by	Employee Relations Manager
Approved By	CEO
Effective Date	February 2021
<i>Role Statements will be reviewed on an annual basis</i>	