

Position Description

Position title	Home Support Worker
Reports to	Team Leader Service Coordination
Direct report/s	Nil
Date	January 2025

Position Purpose

MiCare is a non-profit providing services to people from a range of diverse backgrounds in the areas of aged care, home care, retirement living and migrant services. Our mission is to enable migrants to have comfortable, enjoyable, dignified, and meaningful lives.

The Home Support Worker sits within the community home care programs and supports the independence of clients to continue to live in the community. The role will deliver a range of services to clients who are assessed as requiring a low level of care in and around their own private home in alignment with care plans.

Key Result Areas

- Deliver services within the home - ensuring the client's home is safe and hygienic for living in.
- Deliver services outside the home – unaccompanied shopping and errands.
- Monitor client status and report as required.
- Completion of documentation as required.
- Represent MiCare within the community.

Responsibilities

- Assist clients with general household cleaning tasks within client homes such as dusting, vacuuming, mopping, linen change, laundry, bathroom clean etc.
- Unaccompanied shopping and errands
- Engage and communicate with clients in their home, and other stakeholders such as family members as required
- Monitor and report any physical, emotional or behavioural changes/concerns as per MiCare processes and in a timely manner
- Document interactions with elders and stakeholders in the client management system in a timely manner
- Effective management of communication channels with all stakeholders, including escalating significant events to Service Coordination/Team Leader
- Document incidents and feedback in the incident management system

- Attend MiCare meetings and contribute to other MiCare projects as required

Key Selection Criteria

Qualifications

- A Certificate II in Cleaning would be advantageous, but not mandatory.

Experience

- Previous experience in cleaning.
- Experience caring for elders in the community.
- Experience building strong relationships within an organisation and with clients, including those with specific care needs such as dementia.
- Computer literate with the ability to use a smart device for care notes, rostering, MiCare processes such as leave application.

Essential skills

- Flexibility and ability to respond on short notice during work hours.
- Eye for detail and high standards of service delivery and documentation.
- Ability to work with minimal supervision, whilst accepting direction as required.
- Physically able to undertake repetitive tasks.
- The ability to work in a culturally sensitive manner within an ethno-specific environment.
- A preparedness to work to the 10 principles of the Eden Alternative philosophy.
- Self-motivated with a flexible, caring and patient attitude.

Essential Conditions

- National Police Check
- Current first aid and CPR certificate
- Current Victorian Drivers licence
- Roadworthy and comprehensively insured vehicle that can be used for work purposes
- Willingness to travel to client homes and other MiCare locations, sometimes at short notice
- Own smart device that can be used for work purposes

Statement of Commitment

MiCare is committed to safeguarding, protecting and promoting the health and wellbeing of all its people of all ages at all times. This includes Elders, children and women. We are committed to the cultural safety of all peoples from Aboriginal and Torres Strait Islands; from culturally and/or linguistically diverse backgrounds; who live with a disability; and who identify with a sexual and or gender minority identity. Our safeguarding practice aligns and complies with statutory responsibilities, government guidance and with best practice.

Ongoing Education and Development

It is expected that all MiCare staff will keep their knowledge up to date; to enhance personal skills, comply with contemporary practices, legal responsibilities, departmental requirements and the knowledge to perform the duties effectively.

Conduct

It is expected that all MiCare staff will conduct themselves inline with MiCare Values and the Code of Conduct, attend and participate in staff meetings, and be involved in promoting harmonious work relations with all other employees. As all staff impact on the quality of care provided to the Clients, it is essential that each member of staff demonstrates willingness and an ability to work as a member of the team.

Safety and Wellbeing

All employees must complete a pre-employment health declaration. During your employment, it is expected that all employees will take reasonable care not to place at risk the health and safety of anyone in the workplace. As well as ensure effective implementation and monitoring of work health and safety policies and guidelines.

- Evidence of current flu vaccination and COVID-19 vaccination is required for MiCare staff.
- MiCare has a non-smoking policy on all worksites.