

### Position Information

<b>Position Title</b>	Home Care Worker
<b>Program</b>	Support at Home
<b>Reports to</b>	Coordinator
<b>Direct reports</b>	Nil
<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Award classification</b>	Aged Care Levels 2-4 (based on Aged Care Award Determination)

### Organisation Information

TeamHEALTH has been providing services to people with mental illness in the Northern Territory for over 30 years. TeamHEALTH was established by a group of relatives and service providers of people with a mental illness who wished to provide stable, safe, accommodation for their family members.

Over time TeamHEALTH has developed and now provides a range of supports focusing on prevention, early intervention and recovery including residential services for people with severe and persistent mental illness, a community housing service, individual recovery and group-based support, together with early intervention support, home based aged care support, mental health promotion and education.

TeamHEALTH's vision is that all people should lead a full and valued life. This is articulated through our purpose and operational philosophy of creating community capacity for good mental health, to enable people to live a full and valued life through the provision of supports, advocacy and education. Success in achieving our purpose requires consolidation of existing work, the use of evidence-based approaches and an adaptable skilled organisation.

With accreditation to the National Standards for Mental Health Services, NDIS Quality and Safeguarding Framework, National Regulatory System for Community Housing and the Aged Care Quality Standards, TeamHEALTH continues to focus on ensuring quality service provision and the pursuit of goals with participants.

## Position Summary

The Support at Home Program is part of the Strengthened Aged Care standards and provides a coordinated package of services tailored to meet specific care needs. The Support at Home Program provides services that-

- assist people to remain living at home for as long as possible; and
- enable participants to have choice and flexibility in the way care and support is provided at home.

Under the day-to-day direction of the Coordinator, the Home Care Worker delivers timely and culturally appropriate home based personal, physical and psychological support services to participants.

The Home Care Worker will work to enable participants to access appropriate support services in accordance with their Care Plan. The Home Care Worker will be key in establishing professional and supportive relationships with participants and will perform an integral role in supporting participants to maintain independent living in their own home and community.

The Home Care Worker must be willing to perform a range of tasks ranging from personal care, light housekeeping to transport and largely work independently in providing the services.

Persons appointed to the Home Care Worker position must be willing to sign a statutory declaration to ensure they are not a 'disqualified individual' under the *Sanctions Principles 1998*.

## Key Result Areas

### 1. Home Care Support

- 1.1. Provide direct care services in accordance with relevant legislative requirements and standards and CDC basis.
- 1.2. Report all concerns about participants to the Senior Home Care Worker or Coordinator as soon as practical.
- 1.3. Ensure that services provided reflect the principles of participant preferences and consideration of a holistic approach.
- 1.4. Assist the Senior Home Care Worker/Coordinator in coordinating case management activities with Participants by engaging their families, carers and or all relevant stakeholders.
- 1.5. Assist in the ongoing management of a safe work practices through involvement and implementation of safe systems of work.

### 2. Relationship Management

- 2.1. Foster and maintain effective and professional working relationships with TeamHEALTH's programs and key stakeholders.
- 2.2. Work effectively with persons of Indigenous and Culturally and Linguistically Diverse (CALD) backgrounds.
- 2.3. Uphold the TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect in all engagement with staff, participants, carers and external contacts.

### 3. Reporting and Administration

- 3.1. In consultation with the Team Leader contribute to the development of new policies, procedures, systems and monitor processes against the Home Care Standards.
- 3.2. Adhere to any quality review requirements from the Australian Aged Care Quality Agency.
- 3.3. Ensure participant case notes, attendance records, communication books and other administrative tasks are completed daily.
- 3.4. Actively participate in regular support and supervision with the Coordinator or Team Leader, including continued professional development and performance reviews.

## Key Selection Criteria

TeamHEALTH recognises the value of experience in all facets of life and work and encourages individuals with a lived experience of mental illness to apply.

### All TeamHEALTH Staff

1. A National Police Certificate that was issued less than two years ago or proof of an application for a National Police Certificate.
2. A current Driver's Licence.
3. NDIS worker screening clearance.
4. NDIS Worker Orientation Module Certificate.

### Essential for Position

5. Provide First Aid Certificate.
6. Demonstrated ability to deliver quality support services in a home environment.
7. Understanding of relevant legislation and standards relevant to home care support services.
8. Ability to maintain the rights of aged care participants.
9. Ability to build professional relationships and work collaboratively with all stakeholders including clinical services, participants, carers, community services and government departments.
10. Action orientated, flexible, innovative approach with the ability to problem solve.
11. Demonstrated ability to manage workload in a busy environment, and prioritise to ensure deadlines are met.
12. Effective communication skills, including written, interpersonal, with the ability to interact with a diverse range of people.
13. Computer literacy.
14. Understanding of ethical work practices including the limits of confidentiality and the use of appropriate personal boundaries.

### Desirable for Position

15. Certificate or Diploma level qualification in aged care, mental health, community services or relevant discipline or willingness to obtain.
16. Experience in the provision of support services to aged people in their own home.

## Position Description Approval

<b>Approved by</b>	Gilliann Frew, Executive Manager – Services
<b>Date approved</b>	1 November 2025
<b>Signature</b>	