

## **POSITION DESCRIPTION**

May 2021

This Position Description is a guide and will vary from time to time and between services and/or units to meet changing service needs

The Canterbury District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

### **Organisational Vision**

The CDHB's vision is to improve the health and wellbeing of the people living in Canterbury.

### **Organisational Values**

- Care & respect for others
- Integrity in all we do
- Responsibility for outcomes

### **POSITION TITLE:**

Ashburton Home Based Support Care Worker

### **REPORTS TO (Title):**

Nurse Manager Integration

### **REPORTS ON A DAILY BASIS TO:**

Home Based Support Coordinator

### **PRINCIPAL OBJECTIVES**

- To support clients with personal care and household management within the home.
- Specific personal care requirements are determined through their individual needs assessment which develops the client care plan.
- The Home Based Support Worker will provide encouragement, support, care, and services as documented in each client's care plan.
- Home based support service staff are available seven days a week. The service provides a home-based support care service seven days per week between the hours of 0700hrs and 2000hrs, staff are required to work alternate weekends. The role requires staff to travel around the whole Ashburton and Rural District which includes but is not limited to outlying areas such as Methven, Mayfield, Rakaia.
- To observe and report any changes in a client's condition or circumstances back to the co-ordinators or manager.

### **FUNCTIONAL RELATIONSHIPS:**

(Who are the customer/consumers/patients)

### **INTERNALLY:**

1	Clients and their Families
2	Home Based Support Staff
3	District Nursing

### **EXTERNALLY:**

1	Community Agencies
2	General Practices
3	Pharmacies

## **KEY PERFORMANCE OBJECTIVES:**

### **CLIENT CARE:**

Task	<b>Supporting clients in their homes in maintaining a quality of life that recognises their individual needs.</b>
Expected Result	<p>Implementation of care is in accordance with the individual's care plan, service specifications, Code of Health and Disability Services Consumer's Rights, Home Support Quality Improvement Programme, Rural Hospitals Division and Canterbury DHB policies.</p> <p><b>Personal Care Tasks Undertaken:</b></p> <ul style="list-style-type: none"> <li>• Assistance with eating and drinking. Observing and/or monitoring intake and reporting any changes.</li> <li>• Assisting with adherence to special diets.</li> <li>• Preparing food in terms of texture or soft diets.</li> <li>• Ensuring the client has access to special utensils that they have been provided with. Staff member is to inform the client and the office, if these resources are not available in the home.</li> <li>• Assistance with dressing and undressing – night time and day time attire.</li> <li>• Assistance with personal grooming activities, hair maintenance, teeth cleaning.</li> <li>• Bathing/shower assistance with dressing and undressing and transferring in and out of bath/shower. Washing and drying, hair washing. Observing/monitoring condition of the skin/scalp.</li> <li>• Toileting assistance with transfer to and from toilet/commode and hygiene activities, assistance with the use of appliances and aids such as day/night urinary collection bags and associated hygiene.</li> <li>• Mobility – positioning, transferring from bed to chair, chair to bed, ensuring safe mobility around the home, ensuring aids such as walking sticks, frames and wheelchairs are maintained and safe. If not, staff member is to inform the client and the office.</li> <li>• Evening personal cares – attending to transfer or change of position needs, toileting and hygiene requirements or other personal care needs a client may require in the evening.</li> <li>• Reporting to the Home Support Coordinator changes in the client's condition, hazards, unsafe features in client's immediate environment, or extraordinary events, or the need for urgent extra assistance while the personal care worker is in the client's home, according to the written policies and procedure of Ashburton &amp; Rural Health Services.</li> <li>• Medication prompts- Reminder client to self-administer medication within CDHB policy</li> </ul>

Task	<b>Domestic Tasks Undertaken: (as per agreed Care Plan)</b>	
	<ul style="list-style-type: none"> <li>• Loading washing into machine, bringing clothes in from line, storing personal and household laundry.</li> <li>• Routine domestic cleaning, vacuuming, tidying, disposing of rubbish as appropriate.</li> <li>• Bed changing and bed making as and when required.</li> <li>• Assistance with preparation of adequate, nutritious, varied and well-presented meals, and use of appliances.</li> <li>• Washing and drying of dishes and cooking utensils.</li> <li>• Reporting to the client and/or their representative, any hazards, unsafe features of the client's immediate environment, or extraordinary event or the need for extra assistance while care worker is in the client's home, according to the written policies and procedure of the Ashburton &amp; Rural Health Services</li> </ul>	
Task	<b>Give information relevant to the client's condition to Home Support Coordinator</b>	
Expected Result	<ul style="list-style-type: none"> <li>• Ensure diary entries and verbal reports are concise, accurate, up to date and not misleading.</li> <li>• Client confidentiality respected at all times.</li> </ul> <p>Health Information Privacy Code 1994 is adhered to. <i>(check date of Code)</i></p>	
Task	<b>Assess the client's environment</b>	
Expected Result	Any concerns immediately discussed with Home Support Coordinator.	
Task	<b>Liaise with relatives of the client</b>	
Expected Result	<ul style="list-style-type: none"> <li>• Is an effective listener</li> <li>• Acts within the Code of Health and Disability Services Consumer's Rights</li> <li>• Confidentiality of client information is maintained at the discretion of the client</li> <li>• Health Information Privacy code 1994 is adhered to <i>(check date of Code)</i></li> </ul>	
Task	<b>Promotes wellness and independence of clients to their highest functioning level</b>	
Expected Result	Meets objectives of individualised client care plan	
Task	<b>Be sensitive to cultural issues when caring for client</b>	
	Has knowledge of Treaty of Waitangi principles, and ensures clients cultural needs are met during daily duties <i>or is undertaking training in this area within 12 months of employment with the CDHB.</i>	

#### STAFF UTILISATION:

Task	The Home Support Worker will advise of availability
Expected Result	<ul style="list-style-type: none"> <li>• Staff are available to work on any of the seven days, including nights up to 8pm and weekends, on alternate weeks.</li> <li>• Staff are available to travel to clients in the Ashburton Rural District which includes Methven, Rakaia and other outlying areas within the District. Travel to these areas will include nights if cares are in the evening.</li> <li>• Rostered days off are to meet the needs of the roster</li> </ul>

- Updates Home Support Coordinator of changes in availability to provide Home Support Services

#### **CLIENT AND STAFF SAFETY:**

**The Home Support Assistant will provide a safe environment by::**

Task	Recognising and removing possible hazards
Expected Result	Hazards identified and discussed with client's family, and/or Home Support Coordinator. Appropriate control measure put in place.
Task	Checking equipment, eg: vacuum cleaners, mobility aids are in a sound state of repair and is safe for use <i>and if not, staff are to advise the client and the Office</i>
Expected Result	Staff receive training during orientation and on a regular basis regarding hazard identification and control measures. Personal infections or illnesses and/or client health concerns are to be reported to the Home Support Coordinator. All incidents are to be reported verbally/txt message and in writing to the Home Support Coordinator.

#### **SERVICE DELIVERY:**

Task	The Home Support Worker will provide service delivery records for Home Support Coordinator
Expected Result	Records, eg: timesheets, are completed daily and as per Ashburton & Rural Health Services policy

#### **DEVELOPMENT EFFECTIVENESS:**

**The Home Support Worker will:**

Task	Maintain a high level of personal competence in performance, verbal and written communication, appearance and attitude
Expected Result	<ul style="list-style-type: none"> <li>• Is a good timekeeper.</li> <li>• Can work independently without direct supervision</li> <li>• Is a role model for CDHB Home Support Services.</li> <li>• Is an active listener who conveys to clients that what they are saying is being heard and understood</li> <li>• Verbalises clearly, fluently, objectively and uses language sensitively.</li> </ul>
Task	Staff Development and Performance Review
Expected Results	<ul style="list-style-type: none"> <li>• Participate actively in Performance Reviews with Nurse Manager or ACNM of Integration</li> <li>• Is able to demonstrate an ability to function at a high level of efficiency and effectiveness and take appropriate steps to update knowledge where there is an identified deficit.</li> <li>• Complete Orientation and attends <i>on-going</i> in-service education.</li> </ul>
Task	Responsible for updating own knowledge
Expected Results	Is able to support the individual needs of clients
Task	Contributes information on service issues at relevant meetings

Expected Results	Input is based on sound information, specific, accurate relevant and congruent with home based practice
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#### **EMERGENCY EFFECTIVENESS:**

Task	The Home Support Worker will know action to be taken in an emergency
Expected Result	Attends annual emergency procedure drill, ie: cardiac arrest, fire

#### **ACCREDITATION:**

Task	The Home Support Worker will be actively involved with the Home Support team to work towards a service which meets the criteria for Accreditation
Expected Result	When requested, <i>provides input into the development of standards for:</i> <ul style="list-style-type: none"> <li>• Home based care</li> <li>• Safety programmes</li> <li>• Staff Development and Education programmes</li> <li>• Quality Improvement Programme</li> </ul>

#### **HEALTH & SAFETY:**

- Observe all Canterbury DHB safe work procedures and instructions
- Ensure your own safety and that of others
- Report any hazards or potential hazard immediately
- Use all protective equipment and wear protective clothing provided
- Make unsafe work situations safe or, if they cannot, inform your supervisor or manager
- Co-operate with the monitoring of workplace hazards and employees health
- Ensure that all accidents or incidents are promptly reported to your manager
- Report early any pain or discomfort
- Take an active role in the Canterbury DHB's rehabilitation plan, to ensure an early and durable return to work
- Seek advice *from your manager if you are unsure of any work practice*

#### **QUALITY:**

Every staff member within CDHB is responsible for ensuring a quality service is provided in their area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures.

#### **QUALIFICATIONS & EXPERIENCE:**

##### *Desirable*

- Previous work experience within the health service, retirement homes or as a health care worker in the private sector.

##### *Required*

- National Certificate of Community Support (Level 3) or equivalent or completion within 12 months of employment (learning supports provided)
- Current *drivers' licence. Must be able to drive at night and travel to outlying districts such as Methven and Rakaia for evening and weekends cares*
- *Clearing New Zealand Police Vetting (request and consent form) employee requirements.*

#### **PERSONAL ATTRIBUTES:**

**Key Behaviours:****Qualities:**

- Belief in the uniqueness of the individual, and their right to health and self-determination.
- Demonstrate a commitment to the position.
- Have an awareness of cultural and social needs.
- Have a knowledge of own personal strengths and weaknesses.
- Willingness to work as a part of a Canterbury DHB team.
- Demonstrate a belief in Community Services philosophy.
- Operate in an *honest manner*.

**Skills:**

- Organisational ability, to be efficient and effective in household tasks allocated with minimal supervision.
- Able to establish, maintain and terminate a work relationship with clients and their significant others.
- Able to listen and communicate in a non-judgmental, non-threatening manner.
- Accuracy with *timesheets and service delivery requirements*.

**PHYSICAL REQUIREMENTS EXPECTED**

- Ability to be on your feet for most of the duty, as sitting is an infrequent activity
- Physical capability - the ability to crouch, squat, stretch, twist, bend, climb and balance
- Ability to lift/push/pull weights of up to 15 kilograms
- Manual dexterity required to operate instruments and equipment
- Visual ability sufficient to read and write instructions
- Hearing and speech sufficient to communicate with clients and co-workers
- Skin condition allowing contact with water, soap/disinfectant soap
- Ability to handle difficult and/or aggressive patients and relatives
- Ability to “work together” in a truthful and helpful manner.
- Ability to “work smarter” by being innovative and proactive.
- Accepts responsibility for actions.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff members may be requested to perform job related tasks other than those specified.

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Appointee's Signature

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Nurse Manager Integration  
Ashburton & Rural Health Services  
Private Bag 801  
ASHBURTON

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Date