

Position Description | Regal Support Worker

Purpose

To provide care, social support and household cleaning to enable Regal customers to be safe and well-supported in their home environment and the community.

Name

Reporting to

People and Culture Manager

Direct Reports

None

Key Stakeholders

Customers and their families

Referrers

Scheduling Team

Field Workforce

Regal Health is a leading provider of in-home health care covering clinical and home care services. Regal's service is based on strong governance and a commitment to excellence in health and care.

Nursing, personal care and support services are provided to a wide cross section of the community, including veterans, people with disabilities and older people needing support to live safely and comfortably at home.

The role of the Regal Support Worker is to provide care, social support and domestic chores to enable Regal patients to be safe and well-supported in their home environment and the community.

Primary Responsibilities

- Complete the work as per the Care Plan in an efficient, effective and safe manner.
- Regular duties will include domestic assistance, personal care, companionship and social support. See Appendix 1.
- Work at the client's residence or within the community at the times allocated on the roster.
- Work independently, without direct supervision, while undertaking allocated work.
- Record, sign and report of the outcomes of services provided.
- Regularly observe and monitor the client and report any concerns or significant changes with the client to Regal Care Team/ Nurse Manager.
- Comply with organisational policies and procedures.

Measures of Success

- Regal customers report they are satisfied with the care provided by the Regal Support Worker. Customers are made to feel safe and provided with dignity and respect by the Regal Support Worker.

- The Scheduling and Planning Team report that the Regal Support Worker adheres to communication and reporting standards to ensure all patients are seen at the scheduled visits.
- The Field Workforce, Care Team and People and Culture Team report that the Regal Support Worker adheres to reporting protocols and communicates with all involved in a timely and professional manner.

Minimum Requirements

- National Police check
- Mobile Phone and Internet Access
- Demonstrate immunisation evidence including Hepatitis B, Varicella, Diphtheria/Tetanus/Pertussis, Measles/Mumps/Rubella and Willingness to obtain annual Influenza Vaccination
- First Aid Certificate and Manual Handling Certificate or willingness to obtain
- Current NSW Driver's Licence & reliable motor vehicle with insurance (If driving applicable to role)

Qualifications & Experience

- Minimum 1 year experience providing care to patients within a health/community setting
- Ideally (however not mandatory) hold a Cert 111 or Cert 111 in Ageing or Disability/Individual Support

Workplace Health & Safety

- The nature of community care requires work to be performed in the client's home, in transport and on occasion in the community. This is a semi-autonomous working environment and therefore requires the Support Worker to report any concerns or change in a client's wellbeing to Regal Health.
- It is the Support Worker's Occupational Health & Safety (WHS) responsibility to immediately report any changes in the work environment that may present a risk to the health or safety to any person, to Regal Management.

Regal Values

- Embrace and instill Regal's Values in every element of your role



Acceptance

Regal Health Workforce are required to comply with National, State and Organisational policies and guidelines for employment equity and diversity; ethical and fair workplace practices; occupational health and safety; and the Code of Conduct, Ethics and The National Privacy Principles to ensure professionalism in the workplace.

Appointments to Regal are subject to criminal record and reference checks.

I acknowledge this document as a true and accurate description of the role I have accepted.

Employee Name.....

Employee Signature..... Date.....

Manager Name.....

Manager Signature.....

Date.....

Service	Description
Toilet	Assist client to toilet Transfer on/off toilet Attend sanitary needs
Bathing	Assist client to bathroom Transfer client to bath/shower Assist with washing, drying Apply powders, creams
Dressing	Assist client to undress/dress Subject to degree of mobility
Shaving, oral care, hair, grooming	Shave using electric or manual razor Assist brush teeth Hair care Nail care
Transfer and mobility	Various transfers To wheelchair Use walking aid In/out of recliner
Appliances and aids	Assist with other mobility aids
Assist eating, drinking	Seat client appropriately Oversee eating and drinking or Assist with feeding, drinking Use feeding/drinking aids Prepare food if required
Household assessment	Conduct assessment of the household Safety Sanitary Maintenance
General cleaning	Tidy up Vacuum soft floors Clean hard floors Wipe down hard surfaces Sanitise as required
Bathroom/toilet	Clean all surfaces. Apply disinfectants and other appropriate products Ensure hard surfaces are sanitised.
Kitchen/food preparation area	Clean all surfaces. Apply disinfectants and other appropriate products Ensure hard surfaces are sanitised.
Bedroom	Strip bed Change linen and bedding as per requested service/frequency Re-make bed Open windows/air room Dust all hard surfaces Clean floor as appropriate Ensure area is hazard free- loose floor coverings, obstacles, etc.
General living areas	Dust all hard surfaces Clean floor as appropriate

	<p>Ensure area is hazard free- loose floor coverings, obstacles, etc.</p> <p>Ensure area is hazard free- loose floor coverings, obstacles, etc.</p>
Meals	<p>Prepare and present meals</p> <p>Assistance with feeding/drinking as required (see above)</p>
Pantry management	<p>Check on hand foodstuffs against agreed care plan</p> <p>Check “best before” dates</p> <p>Remove “at risk” items</p> <p>Recommend purchasing plan</p> <p>Purchase renewable items as per agreed care plan.</p>
Medications	<p>Check on hand prescription medications against agreed care plan</p> <p>Notify/recommend replenishment</p> <p>Notify/recommend script renewal</p> <p>Be aware of doctor, dentist, optometrist, other appointments</p>
Companionship and Social Support	<p>Communicate with client on general well-being and their interests</p> <p>Engage with client with social activities</p>
Feedback to family	<p>Services provided</p> <p>General wellbeing</p> <p>Things to attend to</p> <p>Reminders for appointments and reviews</p>
Transport	<p>Attend medical appointments</p> <p>Attend social activities as per care plan</p> <p>Other transport as required</p>