Home Care and Support Worker Job Description

Introduction

Hireup is an online platform which gives people with disabilities (and their families) the power to find, hire and manage their home care and support workers.

As a Hireup support worker (or provider), we take on the responsibility of being your legal employer, and as such there are some elements of your job description that we are responsible for. Those elements are set out in this document to help you fully understand your role.

However, some elements of your role will be defined by the clients/families you work with. For example, the client/their family will instruct you as to your hours of work and the duties you will be performing on a day-to-day basis.

For your own safety and wellbeing, it is very important that you have a clear understanding of the tasks, activities and duties you are being asked to perform as a support worker. This job description will provide partial guidance, and you should seek clear instructions from the client/family you are working for to fill in any gaps.

If you feel the instructions you receive from a client/their family are not clear enough to allow you to work safely, please remove yourself from that situation and contact Hireup immediately.

Performing duties outside the scope of ‘support worker’, as defined in this document, may constitute a breach of our support worker policy and could result in discontinuation of your employment and coverage of insurance. It is therefore very important that you understand your role as a support worker, including the activities you can and cannot do, and contact Hireup immediately if you are unsure.

Position Overview

Duties and Responsibilities

The specific duties that you will undertake as a support worker will be set and agreed by the family you are working for.

Please refer to the “Our Needs” section of each client profile for an overview of the duties required by each family. You are invited to reach out to families where the job description, as detailed in the “Our Needs” section, appeals to you.

Further verbal and/or written instructions will be provided by the client/their family at the time of meeting. It is the responsibility of the client/their family to explain to you exactly what tasks need to be performed on a daily basis. Should these instructions not be clear, it is very important that you communicate this fact with the client/their family, or get in touch with Hireup for support achieving clarity.
As a general rule, Hireup requires support workers to perform all tasks within the following guidelines:

- Perform all duties with professionalism and care.
- At all times, work under general guidance from the client/their family, within clearly defined guidelines. This means that the tasks you undertake should be clearly explained to you, with guidance given should you need it as you go.
- You are responsible for managing your time, and for planning and organizing your own work.
- You may be asked to work with limited supervision. This is appropriate so long as instructions on how to perform the task have been given in advance.
- Perform activities requiring the exercise of sound judgment, initiative, confidentiality, and sensitivity in the performance of work. However, guidance should be available to you should you need it.

As a general rule, Hireup support workers may be asked to provide support in the following areas:

- Assisting Clients with personal care, health care and hygiene in areas such as dressing, bathing, toileting and eating.
- Assist Clients to develop community skills by facilitating their participation in budgeting, shopping, meal planning and preparation, cooking and management of residence.
- Supporting activities of mobility and transferring, which promote independence. Clear instructions should be provided by the Client to enable you to undertake this work.
- Supporting necessary household duties such as cooking, cleaning and laundry activities.
- Supporting people to keep themselves and their environments safe, clean and healthy.
- Ensure healthcare activities are address, such as taking medications or attending medical appointments. Clear instructions should be provided by the Client to enable you to undertake this work.
- Maintaining social, vocational and community activities, as well as developing relationships in the wider community.
- Assistance in the development of care plans in conjunction with the Client or their representative.
- Secretarial support and/or assistance with administrative functions.

Home care and support workers must use common sense in determining whether tasks, activities or duties are beyond the scope that could reasonably be expected from someone in the role of Support Worker. Examples of tasks, duties or activities outside the remit of support worker include:

- Any activity involving specialist knowledge, skill or abilities that you do not possess.
- Performing any sort of medical procedure or intervention without clear instruction, and which are beyond very basic levels of competency.
- Operating heavy machinery.
- Using tools or equipment without experience that is unrelated to support, care or domestic activities.
Please contact Hireup immediately if you are unsure about the duties given to you by a client/their family. It is always better to check than to make a mistake, and we are always on hand to provide clarification.

**Hours/Days of Work**

The hours and days of work will be agreed between you and the person/family you are working for.

Support workers are free to engage with clients of their choice in a manner which suits their availability. You will not be told who to work for or what hours you must work; it is for you to choose those hours based on your availability and the needs of the client you are working for.

**Remuneration**

The rate of remuneration you will receive will depend on the time of day, and the day of the week, that you are working. A current chart of the pay rates is provided in the resources section of the Hireup website.

Please note that home care and support workers through Hireup are not paid for travel time. Hireup affords you the freedom to choose who you work for and we recommend that you engage with clients who are located conveniently to you. Should you choose to work for two clients with a large travel distance between, the travel costs involved in the commute are your responsibility.

**Skills Required**

The skills required to complete the job will vary depending on the client’s needs. Please ensure you put as much information as you can about yourself on your online profile, so that clients/their families will have a good sense of the skills you bring to the role and can determine if you are the right support worker for them.

As a general rule, Hireup requires all support workers to have the following:

- Provide a current résumé with two relevant professional referees that you are happy for Hireup to contact.
- Possess a Police Criminal Record check, a Working with Children/vulnerable people check (depending on which state you live in) and a current CPR and/or First Aid certificate.
- Have a working knowledge of Hireup policies, including our Code of Conduct and health and safety system, with special emphasis on the Risk Management, Manual Handling, Emergency Preparedness and Online Reporting. Information about these policies and procedures will be provided to you during your time with Hireup.
- Be a kind, caring and empathetic individual with a passion for supporting people to the best of your ability.

If you have any questions at all, please do not hesitate to contact the Hireup office on: hello@hireup.com.au, or 02 9113 5933. We look forward to working with you through Hireup.