

# Home Support Worker

- Multiple casual positions
- Values-based organisation
- Equal opportunity employer



## WHO WE ARE & WHAT WE DO

St John Ambulance SA provides Health and Medical Services for many of South Australia's largest venues, such as Adelaide Oval, Adelaide Entertainment Centre, and Adelaide Showground. It is also the chosen provider for many major events on the SA calendar, including Schoolies Festival, Adelaide 500, and WOMAD.

For over 140 years, St John Ambulance SA has supported the South Australia community to help save lives and build community resilience to improve the safety and healthcare for all South Australians. In addition to Health & Medical Services, St John Ambulance SA also provides community care, delivers nationally accredited first aid training, and is the largest provider of first aid products and equipment.

## THE OPPORTUNITY

The Home Support Worker is responsible for the delivery of high-quality care and services to meet the needs and objectives of St John SA's Community Care clients within their homes and community. This includes assessing client needs, supporting independence, promoting client choice and control, and ensuring client goals remain at the centre of what we do. Services to clients are in line with their agreed support plan and indicatively include in-home visits, accompanied outings, medical transport and assistance with group activities.

Responsibilities include but aren't limited to:

- Provide services to meet the needs of the client and support independence, dignity and choice.
- Gather relevant information to allow the assessment of suitable services for individual clients.
- Deliver services in line with the agreed support plan including in-home visits, accompanied outings, medical transport and assistance with group activities, and other approved support.
- Observe any changes to client's health and wellbeing and report these to a coordinator or manager.
- Coordinate own daily tasks to ensure punctuality and manage conflicting priorities and changes at short notice.
- Effectively communicate with clients and their families or representatives with dignity and respect.
- Report any incidents as soon as practical.

## St John Ambulance Australia SA Ltd

**ST JOHN AMBULANCE AUSTRALIA SA LTD**  
ABN 42 947 425 570  
ACN 667 428 168

**Head Office South Australia**  
85 Edmund Avenue Unley  
South Australia 5061

**T: 1300 78 5646**  
**F: 08 8306 6995**  
**W: [stjohnsa.com.au](http://stjohnsa.com.au)**

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## ESSENTIAL CRITERIA:

- Current South Australian Driver's License
- Own reliable vehicle that is registered, roadworthy and comprehensively insured. Must be willing to transport clients in own vehicle
- First aid qualification (minimum of Provide First Aid) (or willingness to obtain)
- At times of peak work demand, may be asked to participate in some after-hours work (or flexible working hours including requirement to work on weekends and after hours)
- It is a requirement that this position undertake and hold a National Police Certificate and a current Working With Children Check both of which are acceptable to St John SA prior to the commencement of employment. Continued employment is subject to the maintenance of satisfactory checks.
- Will be required to undertake Child Safe Environments training within the first six months of employment.

## ABOUT YOU – Ideal candidates will demonstrate:

- Experience working independently in an individual support role in the community, a home care, aged care or similar setting.
- Ability to work unsupervised with vulnerable people and work effectively in line with legislation, policy and procedures.
- Proven track record of working flexibility to respond to changing client needs and schedules.
- Ability to maintain privacy and confidentiality of clients and families.

## HOW TO APPLY

APPLY NOW via [Seek](#) with your CV and cover letter expressing why you are suited to the position. For enquiries, please get in touch with Zoe Maule, Client Intake Coordinator [zoe.maule@stjohnsa.com.au](mailto:zoe.maule@stjohnsa.com.au)

St John SA does not accept calls from recruitment agencies. St John SA care about keeping children and young people safe. All successful applicants are required to complete a National Police Check and Working with Children Check. St John SA values diversity in the workplace and is an equal opportunity employer.

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# Job and Person Specification



<b>Position Title:</b>	Home Support Worker
<b>Department / Function:</b>	Community Services
<b>Reports to:</b>	Client Coordinator
<b>Award/Common Law</b>	Social, Community, Home Care and Disability Services Industry Award
<b>Classification – Grade:</b>	Level 2 (Home Care)

## ***About St John Ambulance South Australia***

St John SA's vision is to create a safe, supported, engaged and resilient South Australian community.

Our mission is to ensure the wellbeing of all South Australians is improved through St John SA's delivery of innovative, client centred, and evidence-based health, community and educational products and services. All of our work is underpinned by a professional network of volunteers and staff.

Our work in local communities encompasses health services, social connection programs, youth programs, first aid training and product sales, and supporting people during times of disaster – including bushfires and floods.

St John SA acknowledges and pays respect to Australia's Aboriginal and Torres Strait Islander Peoples, the traditional custodians of the lands, waterways and skies across Australia.

## ***Position Summary and Requirements***

The Home Support Worker is responsible for the delivery of high-quality care and services to meet the needs and objectives of St John SA's Community Care clients within their homes and community. This includes assessing client needs, supporting independence, promoting client choice and control, and ensuring client goals remain at the centre of what we do. Services to clients are services in line with their agreed support plan and indicatively include in-home visits, accompanied outings, medical transport and assistance with group activities.

The Home Support Worker works independently and with limited direct supervision. The role will be required to communicate frequently with the Client Services Coordinator and Client Support Officers to schedule work and discuss client needs. The position is part of a broader team delivering services to our community and will support the transition of clients to longer term volunteer matches following initial engagement and assessment.

## ***Key Relationships***

<b>Number of Direct Reports:</b>	<ul style="list-style-type: none"><li>• Nil</li></ul>
<b>Key Internal Relationships:</b>	<ul style="list-style-type: none"><li>• Manager Community Services</li><li>• Client Coordinator</li><li>• Community Care team members</li></ul>
<b>Key External Relationships:</b>	<ul style="list-style-type: none"><li>• Clients</li><li>• Client representatives</li></ul>

**Position Description:** Support Worker

**Version Date:** August 2024

**Approved By:** Executive Director Operations and Community Services August 2024

Core Functions	Scope of Work
<b>Provide High Quality Client Care and Services</b>	<ul style="list-style-type: none"> <li>• Provide services to meet the needs of the client and support independence, dignity and choice.</li> <li>• Gather relevant information to allow the assessment of suitable services for individual clients.</li> <li>• Deliver services in line with the agreed support plan including in-home visits, accompanied outings, medical transport and assistance with group activities, and other approved support.</li> <li>• Observe any changes to client's health and wellbeing and report these to a coordinator or manager.</li> <li>• Coordinate own daily tasks to ensure punctuality and manage conflicting priorities and changes at short notice.</li> </ul>
<b>Communication and Record Keeping</b>	<ul style="list-style-type: none"> <li>• Effectively communicate with clients and their families or representatives with dignity and respect.</li> <li>• Report any incidents as soon as practical.</li> <li>• Complete required paperwork, including database entries and reporting requirements, accurately within required timeframes.</li> <li>• Participate in workplace meetings and programs.</li> <li>• Contribute knowledge and experience to assist continuous improvement projects.</li> <li>• Undertake training relevant to the role.</li> </ul>
<b>Workplace Health Safety and Welfare</b>	<ul style="list-style-type: none"> <li>• Proactively address safety and child protection matters.</li> <li>• Ensure any manual handling tasks are undertaken in line with training and procedures, and PPE or safety equipment is utilised when required or instructed.</li> <li>• Ensure work station is kept safe and tidy.</li> <li>• Undertake workstation self-assessment on an annual basis.</li> <li>• Follow safe and health work practices at all times, including reporting of hazards and incidents immediately, and referring WHS issues and requirements to managers.</li> </ul>

### ***Knowledge Experience and Capabilities***

- Experience working independently in an individual support role in the community, a home care, aged care or similar setting.
- Ability to work unsupervised with vulnerable people and work effectively in line with legislation, policy and procedures.
- Proven track record of working flexibility to respond to changing client needs and schedules.
- Able to use positive and inclusive communication techniques and tailor communication methods to a wide range of audiences.
- Ability to remain calm, act decisively and problem solve using sound judgement.
- Ability to gather relevant information and share clearly and articulately with the team.
- Ability to maintain privacy and confidentiality of clients and families.

### ***Qualifications***

- Certificate III in individual Support or similar Aged Care Qualification (desirable).
- First aid qualification (minimum of Provide First Aid) (or willingness to obtain).

### ***Essential requirements***

- Current South Australian Driver's License

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- Own reliable vehicle that is registered, roadworthy and comprehensively insured. Must be willing to transport clients in own vehicle
- At times of peak work demand, may be asked to participate in some after-hours work (or flexible working hours including requirement to work on weekends and after hours)
- Interstate/intrastate travel will be required
- Must be prepared to relocate within St John should the need arise
- It is a requirement that this position undertake and hold a National Police Certificate and a current Working With Children Check both of which are acceptable to St John SA prior to the commencement of employment. Continued employment is subject to the maintenance of satisfactory checks.
- Will be required to undertake Child Safe Environments training within the first six months of employment.

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