



Position Description (PD)

1. Position Overview

Position Title: Out of Hospital Care (OHC) Home Care Worker

Program / Service: Out of Hospital Program

Award / Classification: SCHADS Award – Home care employee level 2 (Aged care—Home Carer) and Home care employee level 3 (Aged care—Qualified)

Reports To: Community Services Manager

Direct Reports: Nil

Classification alignment:

- **Level 2 (Home Carer):** primary role provides home care to clients and has 3 months' or more aged carer experience.
- **Level 3 (Qualified):** primary role provides home care to clients and holds Certificate III in Individual Support (Ageing) or equivalent.

2. Position Purpose

The OHC Home Care Worker delivers safe, respectful, person-centred support to clients transitioning from hospital to home (or at risk of hospital admission), consistent with each client's assessed needs, discharge goals, and individual care plan. The role focuses on hospital avoidance, reablement, and recovery support through practical in-home assistance, safe personal care (where assessed/authorised), and connection to community supports. The role monitors for deterioration and other "red flags", escalates concerns promptly, and maintains accurate documentation to support coordinated care.

3. Key Accountabilities

1. Operational & Service Delivery

- Deliver home care services aligned to Out of Hospital Care goals (e.g., supporting safe discharge, preventing readmission, regaining confidence/function, and maintaining independence).
- Provide domestic assistance (as assessed/authorised) such as making beds, tidying rooms, meal preparation, light cleaning, laundry support, and other agreed tasks that enable safe living at home.
- Provide personal care (as assessed/authorised) including grooming, dressing, showering, toileting/continence support, mobility support, and safe transfers consistent with training and procedures.

- Provide support services that assist recovery and independence, including accompaniment to appointments/outings, assistance with communication, and enabling access to community/recreational activities and informal supports.
- Support implementation of time-limited episodes of care by following care plan instructions precisely and communicating barriers to progress early.
- Assist participants during the end of life stages of care.

2. Quality, Compliance & Risk

- Apply duty of care and safe work practices in client homes (manual handling, infection prevention and control, home safety awareness).
- Identify, document, and escalate OHC escalation triggers promptly (e.g., falls, confusion/delirium indicators, shortness of breath, chest pain, fever/infection concerns, reduced mobility, dehydration/poor intake, medication concerns, safety risks, carer stress).
- Maintain accurate and timely records (service notes, observations, incidents, hazards) to support continuity of care and defensible decision-making.
- Maintain role boundaries: do not undertake clinical tasks outside training/policy; escalate clinical concerns, medication administration issues, safeguarding concerns, and higher-risk situations to the Manager (or delegate) immediately.

3. Leadership & Capability

- Work effectively with limited supervision; plan tasks within shift time, travel requirements, and service priorities.
- Model professionalism, reliability, confidentiality, and respectful communication, including appropriate boundaries in clients' homes.
- Participate in supervision, performance review, and mandatory training relevant to OHC (e.g., infection control, manual handling, recognising deterioration, falls prevention, elder abuse awareness where required).
- Level 3 (where appointed): apply qualification-based skills to provide more complex personal care support within established procedures and contribute to quality through informal guidance/peer support (as directed), without assuming clinical accountability.

4. Stakeholder & Relationship Management

- Maintain client privacy, dignity, autonomy, and cultural safety; support client choice while remaining within care plan and safety requirements.
- Liaise appropriately with families/carers and service partners as authorised, supporting coordinated delivery of the discharge/care plan.
- Communicate promptly with the Manager (or delegate) regarding service barriers (access issues, safety risks, client refusal, deterioration, unmet needs, equipment issues).

5. Continuous Improvement & Systems

- Provide structured feedback to support care plan review (what has changed since hospital discharge, what is improving, what isn't working, and what supports are needed).

- Identify recurring themes impacting OHC outcomes (falls hazards, equipment gaps, carer strain, transport barriers) and suggest practical improvements.
- Use required systems/templates accurately (digital or paper), supporting data integrity, reporting, and continuous improvement.

4. Mandatory Legislative & Governance Responsibilities

The role holder is required to:

- Maintain accurate and complete records consistent with statutory, audit, and organisational requirements.
- Protect personal and sensitive information in line with privacy/confidentiality obligations and CS#1 policies.
- Comply with WHS requirements and safe work procedures (including manual handling, infection control, vehicle safety where relevant).
- Uphold respectful, non-discriminatory practice and maintain professional boundaries; recognise and escalate safeguarding concerns.
- Comply with CS#1 policies, delegations, codes of conduct, and perform other duties as directed within role scope.

5. Key Relationships

Internal

Relationship	Purpose
Community Services Manager	Direction, supervision, escalation, care plan feedback
OHC program / rostering / operations support	Scheduling, service coordination, access/logistics
WHS / Quality / Compliance (as applicable)	Incident/hazard reporting, audits, training compliance

External

Relationship	Purpose
OHC clients	Delivery of services; recovery/reablement support
Families / carers	Communication and coordination (as authorised)
Health and support services (as directed)	Practical liaison to support the OHC plan

6. Capabilities & Selection Criteria

Qualifications

- Level 2 (Aged care—Home Carer): relevant experience delivering home care/aged care support (domestic assistance and/or personal care) and 3+ months aged carer experience.
- Level 3 (Aged care—Qualified): Certificate III in Individual Support (Ageing) or equivalent (required for Level 3 classification).
- Current First Aid and CPR (required).

Experience

- Experience supporting people post-hospital discharge or with changing functional needs (or demonstrated capability in similar home care settings).
- Demonstrated ability to follow care plans, maintain boundaries, and escalate concerns appropriately.
- Demonstrated ability to work with limited supervision and manage time/travel across community-based work.

Knowledge & Skills

- Sound understanding of duty of care, infection control basics, manual handling, and home safety awareness.
- Ability to recognise deterioration and escalate using agreed pathways (including after-hours escalation if applicable).
- Clear, respectful communication with clients (including those with cognitive changes), families/carers, and internal stakeholders.
- Strong documentation and confidentiality practice.

Values & Behaviour

- Integrity, reliability, discretion, and respectful conduct.
- Calm, practical approach in clients' homes; culturally responsive and inclusive practice.
- Commitment to client dignity, autonomy, and safe outcomes.

7. Role Scope & Authority

Area	Description
Decision Making	Deliver services within care plan/procedures; escalate deterioration, incidents, risks, and out-of-scope requests
Financial Responsibility	Nil direct (incidental tasks only if explicitly authorised by policy)
People Responsibility	Nil

Compliance Frameworks	SCHADS Award (Home care employees) ; privacy/confidentiality; WHS; infection control; CS#1 policies; program requirements
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8. Employment Conditions

- Maintain required checks: National Police Check and Working With Children Check (where required by program/client context).
- Maintain current driver licence and reliable vehicle with comprehensive insurance (where driving is required).
- Maintain mandatory training (e.g., WHS induction, manual handling, infection control, recognising deterioration, safeguarding/elder abuse awareness where relevant).
- Role requires travel to client homes/community locations; flexibility may be required to meet operational needs.
- Vaccination requirements apply in line with program/service requirements and CS#1 policy.

9. Acknowledgement

Name	Signature	Date
Employee		
Manager		