



Home Care Service of NSW

Department of Family & Community Services Ageing, Disability and Home Care

Home Care - Job Information Package for Care Workers

Version 3

Home Care Job Information Package Department of Family & Community Services

Ageing, Disability and Home Care
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The Home Care Service of NSW is a statutory authority administered by Ageing, Disability and Home Care, NSW Department of Family & Community Services and is funded by the Home and Community Care program, a NSW and Australian Government initiative to help people in need.



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Department of Family & Community Services Ageing, Disability and Home Care

Job Information Package for Care Workers Home Care Service of NSW

Thank you for your interest in applying for a position with the Home Care Service of NSW (Home Care), which is part of Ageing, Disability and Home Care (ADHC), Department of Family & Community Services (FACS).

This package is designed to assist you in your application and contains information about working at Home Care, including an overview of Home Care, the work that we do and the values that guide our behavior.

Finding out more about the position

The information pack contains a Duty Statement and other information about the job. It is important that you read the information in this package before you write your application. Make sure you understand each essential requirement listed.

For general enquiries about how to apply, please contact the Recruitment Centre on 1800 203 966.

For further information about the position please call the Contact Officer listed in the advertisement.

1. About ADHC

Home Care is part of Ageing, Disability and Home Care (ADHC) a central agency in one of the largest human service organisations in Australia, the NSW Department of Family & Community Services. ADHC provides support and services to more than one million older people, people with a disability (children, young people and adults) and their carers.

The range of services provided by ADHC includes:

- early intervention programs for children and young people
- accommodation in group homes and residential centres
- programs that develop independent living skills
- home and community care
- respite services
- information and advocacy services
- help for people with a disability to actively participate in communities through social

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- groups, work and other activities
- promoting awareness, acceptance and inclusion of people with a disability through programs such as International Day of People with a Disability
- promoting healthy ageing through programs like NSW Seniors Card and NSW Senior Week.

2. About Home Care

Home Care was established in 1943, as the NSW Housekeeper's Emergency Service to provide housekeeping assistance in illness, childbirth and other emergencies. From these modest beginnings, Home Care has grown into one of the largest organisations that provide assistance in the home to older people and people with a disability in NSW by providing domestic assistance, personal care and respite care. There are also a number of Aboriginal Home Care Service branches throughout NSW that provide a wide range of services specifically for Aboriginal clients.

3. Our Staff

Home Care employs over 4,500 staff to service 43 branches in over 120 locations throughout New South Wales. Each branch of Home Care has a manager, service coordinators, administrative assistants and care workers. Home Care also employs assessors who work at the Referral and Assessment Centre (RAC) which is responsible for receiving referrals and assessing the service needs of people referred to and eligible for services provided by Home Care.

4. Role of Care Worker

The work itself can range from basic domestic support like cleaning to providing more complex personal care in our client's home. Your work may include:

- domestic assistance such as vacuuming, cleaning and washing, meal preparation and shopping
- personal care depending on client needs such as eating, bathing, toileting, dressing, grooming, getting in and out of bed and moving about the house
- respite care to provide families/unpaid carers with a break.

Our care workers need to be able to engage and work independently in the homes our clients who may be aged, have disabilities and are from a range of backgrounds.

You will be provided with the training to give you the skills to help our clients to undertake tasks that they are not able to do for themselves.

This type of work can be strenuous and physically demanding and requires a level of fitness to undertake the tasks safely. To assist you to understand the physical requirements of a Care Worker role, a **Self Assessment Checklist for the Care Worker Role** is attached in Appendix 1. The questionnaire will help you to decide if you are physically suitable for this type of work. **This does not need to be returned with your application.**

The range of work options available helps you to balance work and family commitments. The work is challenging and personally rewarding and you can really make a difference to the quality of someone's life.

Care Workers may be employed to work full-time, part-time or casual. So that we can flexibly roster the services for our clients you will need to nominate the days and hours that you will be available to accept work. Shifts are not a fixed length of time and can vary from day to day depending on the jobs you are rostered to complete. Your availability will be negotiated with you when you are offered a contract.

You will receive a minimum payment each fortnight equivalent to your contract level (30, 50 or 70 hours per fortnight). Care Workers on part time contracts of 30 and 50 hours per fortnight are required to accept up to 9 additional hours each fortnight within the availability periods that they specify. Full time care workers are required to accept up to 76 hours per fortnight within their availability. We will discuss this with you before you commence work.

There are opportunities available for care workers interested in taking on new tasks, performing more complex roles and advancing to higher grades.

Care Workers are graded at three levels.

- **Grade 1 Care Workers** perform domestic assistance tasks and are required to work weekdays only and no public holidays.
- **Grade 2 Care Workers** perform domestic assistance and basic personal care tasks such as assistance with eating and toileting and are required to work varying hours including early mornings, evenings, some weekends and public holidays.
- **Grade 3 Care Workers** perform domestic assistance and complex personal care tasks such as peg feeding and bowel care and are required to work varying hours including early mornings, evenings, some weekends and public holidays.

For more detail regarding the tasks performed by each grade of care worker please refer to the relevant Duty Statement. You can also contact the branch advertising the position for assistance or attend an information session held by the branch.

5. How to apply for a position with Home Care

Selection for NSW Government positions are based on merit. From the applications received, a recruitment selection panel will select the person whose skills, knowledge, personal qualities and experience best match the job requirements. The information provided by applicants in an application, at interview and other assessment processes and checks, enables the selection panel to compare all applicants.

5.1 Important points to consider when preparing your application:

- **Writing a covering letter**
Include a brief covering letter with your application. Provide information about yourself and the job you are applying for and the location.

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- **Selection Criteria**

The Duty Statement will list selection criteria, which describe the skills, knowledge and experience that applicants must possess in order to undertake the duties of the position. The questions in the application form, or questions you respond to online and asked at the interview are based upon the selection criteria. Your answers to these questions in the application form give us the information we need to assess whether you are suitable for an interview.

Please be aware that any statement on an application that is found to be deliberately misleading could make you, if employed, liable for dismissal.

- **Referees**

The *Job Application Form* includes a space where you must give the names and contact numbers of at least two referees. These should ideally be previous and/or current supervisors who can provide information about the position you held/hold and your work performance.

If you have no previous work experience, personal references are useful. Remember to let your referees know that you have used them as a reference so that if the convenor of the selection panel contacts them, they will be able to answer questions about you.

- **Citizenship/Residency Status**

Applicants for permanent jobs **must be an Australian or New Zealand citizen and/or an Australian permanent resident**. Overseas applicants for temporary jobs must have a valid current Australian work visa. If selected for an interview, you will be asked to bring proof of your citizenship or visa work permit to your interview.

- **All applications should be submitted by the closing date.** Your application needs to arrive at the address on or before the closing date that is written in the job advertisement. After the closing date, the selection panel will then review your application and advise you of the outcome.

5.2 Submitting a Job Application.

You can apply for a Home Care position with ADHC online or in writing.

The different methods of applying require the same information, it is only the format of lodgment that differs.

5.2.1 Lodging an application electronically online.

1. Locate the job you wish to apply for at the Department of Family and Community Services website at Careers: www.facs.nsw.gov.au or through the Jobs NSW website at: www.jobs.nsw.gov.au.
2. From the search results or job details pages clicking the “Apply” button or “Apply Online” link will guide you through submitting an application online.
3. You must include a covering letter in the text field provided and a minimum of one attachment. Attachments may include any of the following:

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- a formatted version of your cover letter (i.e. Microsoft Word version)
- any certificates or proof of qualifications
- a resume
- personal references
- any other document to support your application.

Please note that once you have followed the required steps in the on-line application, you will need to click on the '**Submit**' icon to send your application. You will then receive an immediate acknowledgement that your application has been received.

5.2.2 Lodging an application by mail.

Please complete the attached *Job Application Form* addressing the selection criteria and send it in with your completed application including a cover letter and any additional documents to support your application. The Job Application Form provides the selection panel with your personal details and other necessary information to assist them in the recruitment process.

Return your application by mail to the Home Care address listed on the application form by the advertised closing date. Your application needs to arrive at the address on or before the closing date that is written in the job advertisement.

If you submit your application via mail you will not receive a letter of acknowledgement. If you wish to confirm that your application has been received please phone the Home Care office listed on the application form.

5.3 Pre-employment screening

ADHC holds a position of trust with older people, people with a disability and their carers, including working in their homes.

ADHC takes a pro-active approach to ensuring it employs people of good character who will have contact with clients, their families and carers by undertaking pre-employment screening for recommended applicants.

Health Assessment

At a minimum, the health assessment process requires a Pre-Placement Health Declaration to be completed. You may also be required to undergo a medical examination. In addition, applicants recommended for care worker positions are required to undergo a functional assessment to be undertaken by a health professional. The purpose of the functional assessment is to assess your ability to carry out the physical tasks that are essential to the requirements of the care worker position.

Criminal Records Check

Where required, a Criminal Records Check will be undertaken on all candidates recommended for appointment to a Home Care position. A criminal record does not necessarily disqualify a person from a position.

Working With Children Checks

Care worker positions at Home Care may also have responsibilities that will, at times require unsupervised contact with a child when providing personal care services. For these designated positions, Home Care undertakes a Working With Children Check, as required under *The Commission for Children and Young People Amendment (Child-related Employment) Regulation 2010* Schedule 1 Part 4 15 (2). The NSW Commission for Children and Young People Act 1998 makes it an offence for a prohibited person to apply for or otherwise attempt to obtain, undertake or remain in, child related employment. For more information about what is a prohibited person visit www.kids.nsw.gov.au.

If the position you are applying for requires a Working With Children Check or a Criminal Records Check, we will need to verify your identity. Applicants invited to interview will need to bring originals of identification documents adding up to a minimum of 100 points as required by the 100 Point Identity Check, to be sighted at the interview. Refer to the **100 Points of Identification Checklist below** for details of the types of documents to bring to the interview.

For applicants who are Aboriginal, the ADHC Aboriginal Employment and Capabilities Unit offers assistance with practical and helpful advice about the recruitment process and the services available within ADHC. Please contact: Manager, Aboriginal Employment and Capabilities, Ph: 1800 192728. For more information about the specific job you are applying for, contact the enquiry person listed in the advertisement.

6 Attending a job interview

If we select you for an interview we will call you to arrange a time, location and notify you of any documents the selection panel may wish to see.

If you have any specific needs or adjustments such as the provision of information in alternative formats, holding of the interview in alternative venues that is accessible, allowing a support person to attend an interview, such as an Auslan interpreter, or by providing telephone interviews please advise prior to the interview.

The interview has two main functions:

- it allows the selection panel to assess your suitability for the job by asking questions relating to the selection criteria, and
- it also gives you a chance to give more details on the information in your application.

HINT: Use the interview as an opportunity to convince the selection panel that you are the best person for the job. Prepare for your interview by thinking about the type of questions the selection panel may ask. As these will be based on the selection criteria, you should know which areas to prepare for before the interview. Ask a friend to help you practice by asking you questions that you think the selection panel might ask. Where possible in the interview use examples to demonstrate how your skills, knowledge, experience and qualifications (where these are appropriate) are relevant to the requirements of the job.

Make sure you are on time. Take care with your presentation. Home Care does not have a

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dress code, however it does require all employees to come to work clean and tidy.

The selection panel will take notes while you are answering questions. Once they have finished all the interviews, the selection panel will refer to these notes before making their decision.

At the end of your interview, the selection panel will ask you if there is anything else you would like to say and tell you when they will contact you about the outcome of the interview.

6.1 What to bring to the interview

You will need to bring the following documents to the interview:

- 100 points of identity (refer attached list)
- proof of Australian or New Zealand citizenship, permanent residency or work visa (where applicable)
- copies of any relevant qualifications (originals or certified copies)
- current drivers licence,
- registration papers for the car you will be using and third party property or comprehensive insurance.

You can also bring a copy of the job advertisement, your resume and the Duty Statement to the interview for you to refer to if needed.

6.2 After the interview

The selection process usually takes a few weeks, sometimes longer. If you want to know how the selection process is proceeding, phone the contact person in the job advertisement and they should be able to help you.

If you are successful

After the selection panel has all the information required to make an offer of employment, the convenor will telephone the successful person. If you are successful and you accept the position, you will agree on a starting date and an offer letter will be sent to you.

If you are not successful

Although you may not be successful in getting the position this time, the selection panel may decide to place you on an eligibility list for similar vacancies in the next twelve months. All unsuccessful applicants (including those placed on the eligibility list) will receive a letter after the interview. The letter will encourage you to ask for feedback about your performance in the interview to help you improve your performance next time.

7 Application Checklist

- obtain and read the information package.
- complete Self Assessment Checklist for the Care Worker Role (do not return to Home Care)
- complete the Job Application Form (online or hardcopy) and include a cover letter.
- provide a Resume (optional).
- make sure your application is neat, tidy and easy to read (typed if possible).
- check there are no spelling or grammatical errors.
- be sure your application is received by the closing date.

If you are invited for an interview:

- bring 100 points of identification to interview
- bring proof of Australian citizenship or New Zealand citizenship, permanent residency or work visa (where applicable)
- bring other necessary original documents e.g. qualifications, driver's licence, registration, insurance details (where required)
- advise the convenor if you have any specific needs or adjustments for the interview.

8 100 Points of Identification Checklist

Candidate: Use this form as a guide on what types of documentation you need to produce to confirm your identity. You need to provide identification documents to make up a total of at least 100 points using the points guide below. You should bring originals plus one photocopy of each of the documents you will be using for identification purposes to the interview. The Convenor/Recruiter will certify against the originals.

70 points - **One** of these items can be included.

- Birth Certificate or a copy certified by an “acceptable certifier”
- Birth Card issued by NSW Registry of Births, Deaths and Marriages
- Citizenship Certificate or a copy certified by an “acceptable certifier”
- Current Australian passport
- Expired Australian passport which has not been cancelled and was current within the preceding 2 years
- Current passport from another country or diplomatic documents

40 points - **More than one** item can be counted.

Name and photograph/signature of preferred applicant verified from the following:

- A reference from an “acceptable referee” who has known the applicant for more than 12 months
- Current driver photo licence issued by an Australian state or territory
- Identification card issued to a public employee
- Identification card issued by the Australian or any state government as evidence of a person's entitlement to a financial benefit
- Identification card issued to a student at a tertiary education institution

35 points – **More than one** item can be counted.

Name and address of preferred applicant verified from any of the following:

- Document held by a cash dealer giving security over property
- A mortgage or other instrument of security held by a financial body
- Document from current employer or previous employer within the last two years
- Land Titles Office record
- Document from the Credit Reference Association of Australia

25 points – **More than one** item can be counted.

Name of preferred applicant verified from any of the following:

- Current credit card or account card from a bank, building society or credit union
- Local council rates notice
- Current telephone, water, gas or electricity bill
- Foreign driver's licence
- Medicare Card
- Electoral roll compiled by the Australian Electoral Commission
- Lease/rent agreement
- Current rent receipt from a licensed real estate agent
- Records of a primary, secondary, or tertiary educational institution attended by the applicant within the last 10 years
- Records of a professional or trade association of which the applicant is a member

For a preferred candidate under 18 years, only one of the documents below needs to be sighted:

- Birth Certificate or a copy certified by an “acceptable certifier”
- Birth Card issued by the NSW Registry of Births, Deaths and Marriages
- Citizenship Certificate or a copy certified by an “acceptable certifier”
- Current Australian passport
- Expired Australian passport which has not been cancelled and was current within the preceding 2 years
- Current passport from another country or diplomatic documents
- Identity of the applicant verified by an educational institution, either on a student card or a letter signed by the principal, deputy principal, head teacher, deputy head teacher or enrolment officer, confirming that the applicant currently attends the institution

<p>Name of Convenor/Recruiter:</p> <p>.....</p> <p><input type="checkbox"/> I certify that I have verified the identity of candidate</p>	<p>Position Title:</p> <hr/> <p>Signature:</p>	<p>Contact:</p> <hr/> <p>Date: / /</p>
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Appendix 1: Self Assessment Checklist for the Care Worker Role

The checklist information provided below will assist you in determining if the nature of the work involved in providing domestic assistance services is right for you.

Do not return with your application form.

Checklist:

- I can walk at a medium pace for at least 30 minutes without any trouble.

- I have no difficulty in performing this movement as part of my normal daily activity:
 - Bending my knees
 - Bending forward at my hips
 - Pushing
 - Pulling
 - Lifting
 - Carrying and holding
 - Walking up and down stairs

- I can undertake the following activities without assistance or aid:
 - Laundry (including loading/unloading from top loader or front loader washing machines, handing items on a line or using a clothes dryer)
 - Cleaning of kitchen
 - Cleaning of bathroom areas
 - Bed making
 - Vacuuming/mopping
 - Shopping (including loading shopping and unpacking groceries)
 - Preparing a family meal

Domestic assistance services are usually of a ½ hour to 2 hour duration per client. A shift as a care worker will involve any of the above combinations multiple times per day.

For greater detail on the physical requirements of the care work duties please refer to the duty statement.