

Home Care Lawn and Home Maintenance Worker

About Peppercorn Services

Peppercorn's purpose is to enrich lives, through opportunities, connections, and partnerships. Our services are underpinned by our value of trust, care, respect, agility and continuous improvement. Peppercorn provide services to across Greater Western Sydney to a wide demographic communities.

Position Purpose

The purpose of the Home Care Lawn and Home Maintenance Worker is to provide client-centric support services that focus on repairs or maintenance of the home and garden to improve safety, accessibility and independence within the home environment client, by minimising environmental health and safety hazards. The support service assists people with have disability or who are ageing take care of their homes. This includes home and yard maintenance and repairs that mitigate or remove identified risks to a client's health and safety and/or services targeted at maintaining a home environment which supports a client's wellness and safety goals.

Organisational Relationships

Reports to	Team Leader Lawn and Home Maintenance
Direct Reports	Volunteers
Delegation	Support Worker

Programs

Commonwealth Home Support Program (CHSP)
Fee for Services in Home and Community Care Services (FFS)
National Disability Insurance Scheme (NDIS)
Home Care Packages (HCP)

Primary Objectives

The primary objectives of the Home Care Lawn and Home Maintenance Worker is to:

- Support clients to achieve their goals as per their agreed support plan;
- Maintain the access areas of the home to a safe standard that enables clients to remaining living in their homes independently.
- Minimise the risks associated with natural disasters such as bushfires and heat waves

Key Responsibilities or Accountabilities

KRA	Specific Tasks, Responsibilities and Outcomes
Mission, Values and Behaviours	<ul style="list-style-type: none"> • Actively promote the Mission, Vision, Values and Strategy of Peppercorn Services. • Actively follow Peppercorn’s Code of Conduct. • Comply with the requirements of Peppercorns Policies & Procedures. • Take appropriate action to ensure a workplace free from corruption, maladministration and serious and substantial waste.
Work Health & Safety	<ul style="list-style-type: none"> • Immediately cease, and report, any workplace activity (including that of other persons) which presents an immediate risk to safety, property or environment to your supervisor. • Follow all company instructions and directions in relation to workplace health and safety. • Undertake work in a safe manner to ensure personal health and safety, and that of others including other employees, clients, contractors, the public and visitors. • Ensure actions (or lack of) do not impact negatively on the health and safety of any fellow employee, client, public, contractor or visitor. • Ensure incidents and hazards are identified, reported, controlled.
Promotion and Stakeholder Engagement	<ul style="list-style-type: none"> • Ensure all interactions within the community portray Peppercorn as a professional and caring provider with a high standard of customer service. • Build and support relationships with key stakeholders.
Relationships and Teamwork	<ul style="list-style-type: none"> • Willingly ask for help, guidance or insight from other workers. • Actively develop positive relationships with peers, other employees and volunteers, and stakeholders. • Contribute to team meetings that are purposeful, collaborative and documented with clear objectives and outcomes.
Professional Development	<ul style="list-style-type: none"> • Attend regular supervision and annual performance reviews with direct line supervisor. • Actively engage with professional development activities as approved or instructed by direct line supervisor. • Participate in mandatory training and undertake professional development opportunities when presented. • Maintain professional knowledge and skills by attending relevant conferences, workshops, courses, and training, and reviewing recent literature. • Engage in regular reflection of work practice and team relationships.

Lawn and Home Maintenance Support

- Working-at-height related repairs or cleaning for client health and safety i.e. gutters, roofs, windows, ceilings, smoke alarms
- Yard maintenance: pruning, yard clearance, lawn mowing, wiper snipping, weeding, hedging, fertilising, drain clearing, pressure washing.
- Basic repairs: light bulb changes, door lock repairs, installing key lock boxes, changing smoke detector batteries, relocating clothes lines etc.
- Testing and tagging domestic appliances (training provided by Peppercorn)
- Assist with installation and planting of accessible and low maintenance gardens.
- Assist client to regain or maintain independence through their active involvement in their lawn and home maintenance.

Client Welfare and Wellbeing

- Report changes or concerns regarding the health, wellbeing or welfare of clients to supervisors
- Notify when a client is not at their scheduled visit.
- Actively report client home safety issues
- Undertake a client home safety inspection on first visit and annually thereafter.
- Actively obtain and report back on client feedback on services
- Identify and advise supervisors ways for clients to minimise risks and harm associated with natural disasters such as bushfire, heatwaves or storm water.

Documentation and Scheduling

- Ensure scheduling of work is undertaken in an efficient and timely manner in accordance with the needs of the client and their agreed support plan.
 - Maintain home visit records of each service attended.
 - Ensure work time and attendance records are accurate, reported at the cessation of each service and accurately reflect the work conducted.
 - Ensure vehicles and equipment are maintained and serviced according to regulatory requirements.
 - Maintain supplies and equipment in accordance with equipment register
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Knowledge/ Skills/ Experience/ Qualifications
(Key Selection Criteria)

Essential	<ul style="list-style-type: none"> • Certificate III in Horticulture or Individual Support (or willingness to commence within the first 3 months of employment) • Experience in working with customers • Demonstrated competence in reversing a trailer • Test and tag licence (or willingness to attend 1 day training to complete) • Demonstrated ability to self organise • Knowledge of safe use of lawn and garden tools • Willingness to travel around Greater Western Sydney to worksites • Current NSW drivers' licence and a vehicle with third party property Insurance as a minimum • A NDIS Worker Screening Check and Working with Children Check must be completed and cleared before employment may commence. These must be maintained and current throughout employment. • Current First Aid and CPR Certificate
Desirable	<ul style="list-style-type: none"> • Understanding supporting people with disability or people who are ageing

Award and Classification

Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	Home Care Grade 2

Current Incumbent

Name

Acknowledgement:

I accept the position description as stated above and understand that this position description supports my Employment Agreement.

I understand and accept that the position description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

I understand and accept that this position description will be reviewed annually at the time of my performance review to ensure it accurately reflects the needs of the business.

I understand and accept that I may be required to perform duties and accept responsibilities from time to time that are not included in this position description to meet the operational needs of Peppercorn, as long as the additional duties and responsibilities are within my capacity, capability, expertise, skills and knowledge.

I understand and accept that Peppercorn may provide further training to ensure my continued competence and ability perform these duties, and that I will willingly undertake this continuing professional development.

Print Name: _____

Signature: _____

Date: _____/_____/_____

Managers Name: _____

Signature: _____

Date: _____/_____/_____