



## Employee Position Description

Position Details		
<b>Position Title:</b> Support Worker	<b>Department:</b> Ageing and Social Support	<b>Agreement:</b> Victorian Stand-Alone Community Health Services (Health and Allied Health Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-26
<b>Reports To:</b> Team Leader	<b>Location:</b> Boroondara, Whitehorse, Yarra and Manningham Areas	
<b>Direct Reports:</b> NIL	<b>Employment Status:</b> Casual	<b>Classification:</b> Lifestyle Assistant Grade 2 Year 1
Position Primary Purpose		
<p>This position's primary role is to provide support to people in a centre, community or in-home setting with a focus on wellbeing and restorative care. Our team support people to access the community and social support programs.</p> <p>The position will work with other support staff and the Team Leader in the provision of programs and activities, and will be required to document client support needs, strategies and interests in care plans and progress notes.</p>		
Decision Making Authority		Key Relationships
<b>Decisions made independent of Manager</b> <ul style="list-style-type: none"><li>Meeting the client's needs within the framework of the program and the stated objectives outlined in the client's Care documentation, including initiating emergency procedures when necessary.</li><li>Managing and prioritising workloads within the context of the program</li></ul>		<b>Internal</b>  Other Support Workers Roster Co-ordinator Assessor Supervisor Team Leader  <b>External</b> Clients and their families/carers

*This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.*

Key Accountabilities	
Focus Areas	Responsibilities
<b>Social Support Care</b>	<ul style="list-style-type: none"> <li>• Provide in-home, community and/or centre-based care that supports clients to participate in community-based activities and outings.</li> <li>• Deliver activities that promote emotional and intellectual stimulation and support, whilst maximizing the client's independence and self-determination.</li> <li>• Understand the social support needs of the elderly, especially the needs of clients with dementia to ensure that individual client needs are met and their safety is maintained.</li> <li>• Monitor the health and wellbeing of clients attending programs.</li> <li>• Drive the AccessHC bus as part of the community transport or community outings program.</li> <li>• Lead social support group programs including bus trips and outings via car.</li> <li>• Actively encourage, prompt and motivate participants to become involved in both structured and unstructured activities and group programs of interest both in the centre and in community as outlined in the activities schedule, or individually when supporting clients at home as outlined in their care plan.</li> <li>• Promote the activities program to carers to ensure participants remain engaged in the program and are aware of the activities available.</li> <li>• Tend to any personal care needs of the individual as required in a respectful and caring manner.</li> </ul>
<b>Program Development</b>	Assist the Team Leader in planning, developing and preparing activities that are relevant for the program and consumer outcomes.
<b>Care Documentation</b>	<ul style="list-style-type: none"> <li>• Contribute to the completion of initial and annual care documentation reviews to ensure clients are doing more for themselves (re-ablement) and plans accurately reflect individual support needs, interests and preferences (well-being)</li> <li>• Identify any changes in a client's circumstances that may necessitate a care plan review and participate in the review process.</li> </ul>
<b>Food Safety</b>	Follow the Food Safety Plan and safe food practices on a daily basis, including accurate recording of cleaning, preparation, storage and temperature testing of food and actions taken to eliminate risks to ensure we remain compliant with the requirements of a Class 1 Registered kitchen.

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<b>Documentation</b>	<ul style="list-style-type: none"> <li>• Update client information in Trak as required</li> <li>• Input client attendance in Trak at the end of each shift</li> <li>• Be aware and compliant with documentation, record keeping and administrative requirements of funding stream</li> <li>• Check emails daily to keep up to date with program and organizational activities, meetings etc.</li> <li>• Evaluate risks or concerns with the team leader, communicate and implement strategies to address these risks in the ongoing delivery of service</li> <li>• Regularly update and maintain documentation for client/s including progress notes, recording changes to their support needs, support strategies and interests.</li> <li>• Report immediately any missing/incorrect information in care plans, client documentation, client evacuation sheets, the diary, food safety plan and daily food safety record to ensure documentation is accurate and kept up to date.</li> </ul>
<b>Feedback</b>	Actively seek and document feedback from participants, their carers and other support workers to support continuous improvement of the program.
<b>Incidents and reporting of maintenance issues</b>	<p>Report and record incidents within 24 hours on VHIMS to ensure continuous, safe, responsive and efficient services.</p> <p>Advise the Program Coordinator of any maintenance, computer and car issues and/or report them directly to facilities and IT via Connect to ensure the fleet is well maintained and available to meet participants transport needs.</p>
<b>Organisational Policies, Procedures and specific work instructions</b>	Be familiar with and follow all organisational policies, procedures, and program specific work instructions to ensure that we meet program guidelines /funding requirements and participant and staff safety is maintained.
<b>AccessHC Values</b>	<p>Through actions and behaviour, demonstrate AccessHC Values of;</p> <p>Equity Collaboration Respect Innovation Quality</p>
<b>Governance and Compliance</b>	<p>Act in accordance with AccessHC's policies, procedures and code of conduct.</p> <p>Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position.</p> <p>Participate in mandatory training requirements to support the delivery of a safe and effective service.</p>
<b>Workplace Health and Safety</b>	<p>Act in accordance with health and safety policies and procedures at all times.</p> <p>All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct</p>

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Selection Criteria	
<p><b>Mandatory selection criteria items</b></p> <ul style="list-style-type: none"> <li>• National Police Check</li> <li>• International Police Check if lived/work o/s in past 10 years</li> <li>• Working with Children Check</li> <li>• NDIS Worker Screening Check.</li> <li>• A Victorian driver's license and comprehensively insured vehicle</li> <li>• First Aid/CPR Certification</li> <li>• Level 1 Food Safety</li> <li>• Register of Aged Care Banning orders check</li> </ul> <p><b>Key selection criteria items</b></p> <ul style="list-style-type: none"> <li>• Certificate III in Aged Care or equivalent and First Aid/CPR certification</li> <li>• Minimum of 1 year experience in a Support Worker role within an aged, disability or community program</li> <li>• Experience supporting older adults in the community, including those that have a diagnosis of dementia, or other special needs</li> <li>• Demonstrated ability to work independently and within a team environment, with a mature approach to resolving problems and conflict and contribution to shared decision-making</li> <li>• Experience in undertaking personal care tasks such as meal assist, medication prompting, assistance with hygiene and continence management, supervision to mobilise</li> <li>• Proficiency in Microsoft Office and relevant software applications</li> </ul>	<p><b>Attributes we value</b></p> <ul style="list-style-type: none"> <li>• Excellent customer service and communication skills across diverse backgrounds and older people</li> <li>• Strong communication and interpersonal skills</li> <li>• High level of cultural sensitivity and awareness</li> <li>• Commitment to continuous quality improvement</li> <li>• Effective time management and prioritisation skills</li> <li>• Strong problem solving and negotiation skills</li> <li>• Demonstrated behaviours consistent with Access Health and Community values</li> <li>• COVID Vaccination, desirable</li> </ul>
<p><i>Access Health and Community is an equal opportunity employer committed to providing an inclusive working environment that embraces and values all people, regardless of cultural background, age, gender identity, sexuality or lived and living experience. We value the diversity and strength of Aboriginal and Torres Strait Islander cultures and are committed to delivering on our vision for reconciliation through our recruitment and employment practices. Access is required to undertake compliance checks; however, a record of criminal history does not preclude applicants from applying for suitable positions. All applications will be assessed on a case-by-case basis and managed in a confidential and practical manner</i></p>	

Authorisations	
<b>Employee Name:</b> _____ <b>Signature:</b> _____ <b>Date:</b> /    /	<b>Manager Name:</b> _____ <b>Signature:</b> _____ <b>Date:</b> /    /