

POSITION DESCRIPTION – Community Care Worker

OUR MISSION AND VALUES

Our mission at Simply Helping is to add value, meaning and dignity to the lives of others when providing individual flexible care and support in an environment of safety and trust.

INTEGRITY, CONNECTION, ACCOUNTABILITY, RESPECT, EXCELLENCE



Working with Simply Helping

Simply Helping holds a simple mission to provide skilled and trusted in-home care and support services that add value, meaning and dignity to the lives of others. With a reputation for building compassionate and trusting relationships, we continually strive for excellence, so that our clients continue to live in the comfort of their own home. This role supports compliance with the NDIS Practice Standards. Community Care Workers are expected to uphold the NDIS Code of Conduct and contribute to a culture of safeguarding, inclusion, and continuous improvement.

Functional Responsibilities

Generally, the duties you will be required to perform will be advised to you by Simply Helping or identified in either the Service User's support delivery plan or communication book. The basic responsibilities you will be required to complete include the following and will be based on your skills and qualifications:

- **Community Access** – you may be required to transport the Service User into the community for shopping, appointments, social activities. etc.
- **Personal Care** as a Personal Care Assistant (PCA), you may be required to verbally prompt and or supervise the Service User through the process of bathing/showering, dressing, undressing and clothing adjustment, grooming (hair, shaving), bowel monitoring and changing of continence products.
- **Transfers** – transfers will be noted in the Service User's care plan (e.g., requiring 1 or 2 persons assist, hoist, sliding board). If the Service User's ability to transfer alters or the provider's carer has difficulty in managing the transfer, they must notify the Simply Helping manager immediately, who will then notify the appropriate brokerage client. Simply Helping will ensure that its carers use the equipment provided for transferring clients. If the carers are unskilled in using any equipment, training will be provided.
- **Domestic Assistance** – this can involve cleaning bathroom utilities (shower, toilet, hand-basin, etc.), sweeping, mopping or vacuuming the floors, meal preparation whilst complying with the nutritional needs of the Service User

Delegation Responsibilities

- Nil.

POSITION DESCRIPTION – Community Care Worker

Key Selection Criteria

Qualifications

The candidate will possess relevant qualifications, such as:

- Current First Aid Certificate.
- Current Australian driver's licence.
- A valid Working with Children's Check (WWCC - E) or Blue Card.
- A current NDIS Workers Screening Check with Simply Helping added as a notified organisation for the duration of employment.
- Completion of NDIS Worker Orientation Module.
- Not subject to any banning orders, demonstrating a clean and compliant record.
- Desirable, however is not essential- a Certificate III/IV working with Aged Care, Community Care and/or Disability support, and/or previous experience working as a Community Care Worker.

Skills & Personal Attributes

- Capacity to work effectively both as a sole worker and as a member of a multi-disciplinary team and adapt quickly to a changing environment.
- Excellent interpersonal and communication skills including empathy and the ability to initiate and maintain strong contacts with families and Service Users and represent the organisation in a positive and professional manner.
- Capacity to collaborate respectfully with participants from diverse backgrounds, including First Nations peoples, LGBTQIA+ communities, and culturally and linguistically diverse groups, ensuring culturally safe and inclusive support.
- Decisions should reflect practice covered by both Simply Helping and our processes, procedures and policies.
- The person will demonstrate an understanding and knowledge of the issues faced by our aged population and people living with a disability and its impact on individuals and possess a positive and contemporary attitude to those people.
- Competency and confidence in applying judgement to identify support needs of individuals and reporting same to the Manager/Supervisor.
- A commitment to achieving positive outcomes for Service Users, and for Simply Helping.

Screening Requirements

- Current Australian Driver's licence.
- A valid Working with Children's Check (WWCC – E) or Blue Card
- A current NDIS Workers Screening Check with Simply Helping added as a notified organization for the duration of employment.
- First Aid Certificate
- Flu Vaccination

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Simply Helping is an organisation which promotes the safety, and dignity of all individuals. Simply Helping commits to the following principles and requires its employees to match that commitment and act appropriately in reporting and addressing any concerns: -

- Zero tolerance of racism
- Zero tolerance of abuse towards the elderly or persons with disability
- The Child Safe Standards
- Respecting and valuing First Nations people

Simply Helping is an equal employment opportunity employer who is committed to employing a diverse workforce and strongly encourages applications from people who identify as Aboriginal or Torres Strait Islander along with people from LGBTQI+, culturally, gender and linguistically diverse backgrounds.

If you require any modifications to the interview arrangements or process due to a disability or health condition, please reach out to the Line Manager. We are here to provide assistance and accommodate your needs accordingly.

This document should be read in conjunction with Simply Helping's employee Policies and the terms of your employment contract.

I acknowledge the duties and expectations of my role as part of my employment at Simply Helping.

Signature of Staff		Date	
Signature of Manager		Date	

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Addendum - Core Capabilities for General Support Work in the NDIS

The below core capabilities are requirements for any person working in General Support Work for the NDIS. Review them carefully. For more information about the capabilities, or to understand them to a greater extent please visit the NDIS Workforce Capability Framework.

General Support Work

<i>Our Relationship</i>	✓ Uphold participants' rights: Understand and respect the rights of the participant. Speak up and support the participant if those rights are not respected. ✓ Communicate effectively: Support participants to express themselves and adjust your communication style to suit their needs and preferences. ✓ Build trusted relationships: Develop and maintain professional relationships with the participants and others present in their lives (friends, family, etc.), based on mutual trust and respect. ✓ Work collaboratively: Recognise the roles and expertise of each person in the participant's support team and work with them to provide support.
<i>Your Impact</i>	✓ Show self-awareness: Think about how your actions impact on the quality of support you provide, seek feedback and keep improving your practice. ✓ Work within your capabilities: Know your role and responsibilities, and when to seek support from others to develop your capabilities. ✓ Look after yourself: Take care of yourself and manage your well-being.
<i>Support Me</i>	✓ Understand what a good life means to the participant: Find out what a good life means to participants without imposing your own assumptions. ✓ Support participants to make their own choices: Support participants to understand, explore and think creatively about their options, and uphold their decisions. ✓ Build the capacity of the participants' you work with: Understand how the person you are supporting would like to participate in society and support them to build their knowledge and connections so they can live the life they want.
<i>Be Present</i>	✓ Observe and respond flexibly to the changing needs of participants: Be present, pay attention to how the needs of participants may change, and respond accordingly. ✓ Manage health and safety: Support participants to look after their health. Take action and manage any health and safety risks to them or yourself.

POSITION DESCRIPTION – Community Care Worker

	✓ Engage and motivate participants: Support participants to build on their strengths and engage them in meaningful ways.
Check In	✓ Review quality of support and service: Work with participants to make sure services and supports are enabling them to live the life they want and support them to make changes when needed. ✓ Support participants to speak up: Build understanding and confidence of participants to exercise their rights and support them to provide feedback and to raise any concerns, complaints or incidents.