

## POSITION DESCRIPTION

<b>POSITION:</b>	SUPPORT WORKER – Home Care, Residential and Disability Services
<b>AWARD:</b>	<i>SOCIAL, COMMUNITY, HOME CARE AND DISABILITY SERVICES INDUSTRY AWARD 2010</i>
<b>HOURS:</b>	CASUAL

### About CareChoice

CareChoice is a quality certified, award-winning Community Services organisation that specialises in complex service delivery to the Disability, Youth and Welfare sectors. With two central hubs across Melbourne, CareChoice is a preferred and leading provider of Community Care Staffing to an extensive number of individuals and organisations across greater Melbourne. 24 hours a day, 7 days a week, we work in close partnership with our clients to provide them with the right staff, every time. We are passionate about ensuring a first class service and genuinely care about client outcomes.

**Our Service Scope** CareChoice provides a number of in-home and community-based support services to clients within the Disability, Youth and Welfare sectors. Services include; Support coordination, personal care, home care, therapy support, mobility support, community access & social support, overnight care, respite care, attendant care, holiday programs, labour hire & brokerage services as well as recruitment and placement services.

**Client Groups** Our client groups include (but are not exclusive to) people with physical, intellectual or neurological disabilities, ABI or sensory impairment, dual disability, relinquished, vulnerable, and those under court orders. CareChoice delivers services to people from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islanders who have a disability, as well as to people with complex communication needs, and people who have complex support needs.

### Brokerage & Recruitment Services

CareChoice provides brokerage and recruitment services to a vast number of government, non-for profit, NGO and community based organisations across greater Melbourne. A brokerage partner may request support from CareChoice to recruit permanent, contract or locum roles for their own organisations (including but not exclusive to: Case Managers, Care Managers, HACC Assessors, Rosterers, Care Coordinators, Social Workers), or alternatively may request for casual relief staffing for Residential Care, Respite, Day Programs, Emergency Cover, Holiday Relief, Casual week by week rosters and/or roster lines.

### Our Vision

With compassion and professional expertise, our vision is to be the choice provider of quality care, which empowers the individual to live as they choose whilst promoting full expression of their individuality and aspirations.

### Our Mission

Through dedication, expertise and professionalism, CareChoice commits to providing the highest level of care to those in the Australian community who require additional support.

### Our Motto

“For Confidence”

### Our Values

Our philosophy of service provision is based upon our values of responsiveness, reliability, flexibility and honesty.

## Reports to

The Support Worker reports to and is directly accountable to the Support Worker Liaison Officer. Ongoing support and supervision, and annual performance reviews, are provided by the Support Worker Liaison Officer.

## Role Accountability

### **Each Support Worker has a responsibility to:**

- Demonstrate respect for the emotional, cultural, religious, physical, social and domestic needs of our clients, as well as respecting the rights and dignity of clients and their families.
- Ensure the continued quality of life, well-being and empowerment of our clients through the provision of nothing less than an exceptional level of personal care.
- Support the participant (clients) to meet their support needs and achieve their goals, as specified in their support plan.

## Preferred Qualifications and Experience

### **It is essential that a Support Worker possesses the following:**

- Previous experience in a similar role providing support to people in the aged, disability, youth and community sectors
- Employee national police check
- International police check – where applicable
- Current first aid and CPR certificate
- Current Victorian working with childrens check
- Previous experience in nursing, aged, disability, youth and/or welfare sector
- A mobile telephone
- An understanding of privacy and confidentiality requirements in participant (client) care provision.
- Sound knowledge of the issues and concerns for people with disabilities, the aged and their families.
- Consent to DWES check

### **It is preferred that a Support Worker possesses the following:**

- Minimum qualification of a Certificate III or above in the following disciplines: Home and Community Care (HACC), Aged Care, Disability Care, Nursing or a recognised certificate or diploma of Community Services Work, or other similar qualification
- Current drivers license and registered, insured and roadworthy motor vehicle
- Experience in working with people with disability and or young people living in a residential setting
- An understanding of Positive Behaviour Support and working with clients with behaviours of concern

## Personal Skills and Attributes

### **Essential attributes for a Support Worker are as follows:**

- A caring nature, with a willingness to demonstrate support and empowerment for people with a disability.

- Ability and willingness to perform duties as required with as much involvement with the person as possible.
- Critical to all tasks are that the individual is engaged and involved in line with principles of person centred active support.
- Well-developed communication skills, both written and verbal.
- Self-directed and self-motivated.
- Well-developed interpersonal skills.
- Trustworthy, flexible and honest.
- Exceptional patience and understanding to client needs.
- Advanced problem solving skills, with the ability to 'think on your feet'.
- Good time management skills
- Reliable; attend shifts on time as agreed and report inability to work as soon as practicable to a coordinator.

## Responsibilities / Key accountabilities

The Support Worker is responsible for delivering all client supports in line with the client support plan and principles of person centred active support.

Supports delivered should always focus on supporting the person to develop their skills and abilities, empowering the person to be an active participant in their life.

Supports include, but are not limited to:

### 1. Goal Achievement

- Assist the client to work towards their stated goals in their individualised support plan
- Provide feedback to CareChoice Coordination team relating to the progress towards goals
- Completing documentation including progress notes and medication administration relating to work towards goal achievements and general supports
- Provide feedback to CareChoice Coordination team regarding challenges, successes etc, to inform the planning of supports to the client.

### 2. Activities of daily living

- Support and assist clients with in home supports and residential care supports in accordance with directions from the client, the client's individual support plan, behavioural support plan and directions from the CareChoice Coordinators.
- If requested in the support plan, assist with meal planning, shopping, meal preparation, budgeting and money handling skill development
- If requested in the support plan, provide support and assistance with domestic tasks including cleaning, vacuuming, dusting, washing, ironing, shopping, making beds, etc.
- If requested in the support plan and the Support Worker possess the required training and experience: Assist with various tasks such as hoist transfers, catheter care, bowel management, diabetes management, medication administration, PEG feeding, etc.
- Provide assistance to the client with transport where required. This could be either in the Support Worker's car or by providing assistance to the client to access public transport.
- Provide travel training , e.g. training on road safety or how to access and navigate public transport
- Assistance to organise and/or attend appointments and engage in community activities.
- Promote and support clients to maintain family and community relationships.

- Understand and adhere to professional boundaries. It is important not to disclose personal address details or your phone number to clients.
- Provision of personal care support and assistance to maintain daily hygiene, with a focus on maintaining client dignity and privacy
- Support with personal grooming and dressing
- Clean, fitting and removal of aids and devices.
- Assistance with communication
- Provide companionship and social support

#### **4. General and Communication**

- Carry out instructions and follow direction from the CareChoice Coordinators, CareChoice Management, client support plan and Behaviour Support Plan.
- Maintain up to date, accurate, detailed client progress notes after each shift.
- Complete behavioural data collection activities when required.
- Adhere to CareChoice OH&S policies and work place practices at all times.
- Be aware of, and comply with CareChoice Code of Conduct at all times.
- Report any requested changes by the client to the CareChoice Coordinators promptly.
- Report any changes in the health, mental state or condition of client to the CareChoice Coordinator promptly.
- Actively engage in staff meetings, supervision, professional training and development.
- Meet documentation requirements as required.
- Be aware of, and work within CareChoice policies, procedures and values.
- Report all customer complaints to the CareChoice Coordinator promptly.
- Build and maintain positive working relationships within the health, welfare and community sectors to benefit CareChoice clients.
- Actively and positively promote CareChoice to all clients, families and stakeholders in the health, welfare and community sectors.
- Be aware of safe working conditions and implement safe working practices in all work places and report all incidents and potential hazards immediately to coordination and complete incident reports immediately as required.
- Not accept any gifts from a client.
- Be prepared to perform other duties as required by the client in consultation with the CareChoice Coordinator.