



feros care

Position Description

Community Support Worker (Level 2 Carer)

Stage:

Issued

Version:

17.004003

Group:

**Position
Descriptions**

Reports To:

Regional Manager, Community Services

Employment Status:

Full Time, Part Time or Casual

Grade/Award:

As outlined in Letter of Employment

Primary Objective:

The key purpose of this role is to provide a variety of services to clients in a community setting as allocated by the Regional Manager, Community Services or Wellbeing Manager.

Key Responsibilities:

Section A - Key Role Specific Responsibilities

Client Service:

- The provision of a tailored domestic services to clients in accordance with their individual care plans including duties such as:
 - Domestic assistance - all aspects of housework, spring cleaning, laundry, making beds, tidying rooms, storing clothes, cleaning wardrobes, meal preparation, light gardening work and care of indoor plants, domestic maintenance tasks, pet care
 - Personal assistance - supervision of daily hygiene e.g. supervising showers or baths, personal grooming, washing and drying hair, applying make-up, laying out clothes and dressing
 - Social and emotional support - assistance with use of phones and computer devices, attending client activities
 - Transportation - shopping, medical visits, holiday travel, community connections
 - Medication checking, supervision and assistance
 - Respite for carer/family members
- Ensure the privacy, confidentiality and dignity of clients
- Respond to emergency situations using first aid skills whilst working within the scope of responsibilities of a Community Support Worker
- Maintain professional working relationships with clients at all times

Documentation:

- Undertake accurate client documentation
- Report and document changes in client care and or service requirements

Section B - Our Common Purpose

Living our Values

At Feros Care, every person plays an important role in helping us to **empower people to live their best life**. Our **BOLD Values** are unique to us and underpin our much bolder aspirations for our clients, residents, patients, participants and customers. Our values are not just words on a wall or a piece of paper, they shape how we behave and they can be felt by the people who work with us, people who visit us or people who receive services from us.

As part of the Feros Care team you are expected to live the values:

- **GAME CHANGERS** - *Innovators not imitators* - We are the powerhouse of reinvention. We reframe perceptions and challenge conventions.
- **TRIBAL SHAPERS** - *Together we thrive* - We bring our "A" game every day. We work to build a great culture and communities where everyone matters.
- **DREAM MAKERS** - *Powered by possibility* - We create a place where our customers' wildest vision of what's possible comes to life.
- **VIBRANT CREATORS** - *Positive and playful* - We don't fit in we stand out. Our energy is electric, our people are passionate and our purpose is real.
- **KINDNESS WARRIORS** - *Committed to care* - We give our time, energy, integrity and knowledge, but above all we give our hearts.

Leading with Technology:

Feros Care utilises technology to not only support our clients live their best lives, but it's also the way we communicate; the way we report and document; the way we learn; the way we participate and most importantly how we engage with each other. To join us you must be:

- Willing to embrace technology solutions that will not only help our clients but also allow you to learn, participate and engage with your work colleagues and the organisation
- Confident using technology such as smart phones, tablets, laptops, video conferencing, GPS and search engines to access information and support our clients
- Eager to look for new and exciting ways to support our clients with technology that will solve issues and achieve their goals

Work Health and Safety (WHS):

All Feros Care staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others
- Comply with the Feros Care WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements
- Attend and actively participate in WHS and other mandatory training
- Monitor workplace conditions and report:
 - Ideas which may improve health and safety
 - Any work related or personal injury or illness (where it may affect their ability to work safely)
 - Any work related incident they witness, including bullying and harassment
 - Hazards and incidents including any malfunction or inadequacies of equipment
- Correct minor hazards as applicable

All staff are encouraged to be proactive and participate in activities and programs designed to improve health and safety.

Personal Attributes and Qualities:

To be highly effective in this role you will need to identify with the following personal qualities:

- Genuinely listens and takes time to understand the real message
- Consistently energetic and enthusiastic
- Acts with absolute integrity
- Clearly enjoys interacting and engaging with clients
- Has a friendly and cheerful demeanour
- Presents professionally at all times in dress, appearance and communication
- Can flex style and approach to suit the needs of the situation
- Safety and Risk conscious
- Embraces new technology
- Shares skills, knowledge and expertise proactively
- Stays true to the essence of Feros Care (culture, values, philosophy, service model) during change situations
- Ensures clients are in the driving seat of decisions
- Able to prioritise and deal effectively with multiple conflicting priorities
- Has an unwavering commitment to strengthening client's independence
- Thrives on helping others
- Able to think on your feet
- Has a positive can do outlook

Criminal History:

This position requires a mandatory National Police Check to be conducted if chosen to be the successful candidate. The National Police Check will be renewed every 3 years.

Essential Criteria for Position:

Essential Skills, Experience and Knowledge:

- Ability to use a Smartphone and basic applications or willingness to learn
- Ability to map read or use a personal GPS (navigation system)
- Excellent communication skills both written, verbal and listening

Qualifications, Certificates and Registrations:

- A current Working with Children Check and Vulnerable People clearance or willingness to obtain one
- Proof of or willingness to be immunised in accordance with the Vaccine Preventable Disease (VPD) Policy
- Current First Aid and CPR certification
- Certificate III in Individual Support with electives in "Ageing" or "Home & Community" or equivalent, or 1 - 3 years' experience in "Individual Care" Services including Domestic and Personal Care
- Current drivers licence and ability to travel using own vehicle
- Current vehicle registration including compulsory third party personal injury insurance

Essential Ability Requirements:

- Physical suitability and competence: Physical fitness including (but not limited to): manual handling, carrying, standing/sitting for long periods of time

Desirable Criteria for Position:

- Current First Aid Certificate or higher
- Certificate IV in Aged Care or equivalent
- Medication Management Certificate or experience with medication administration

Summary of Specific Responsibilities

Defined in	Responsibility
Access and Use of Feros Bus (FNC/GC) : Client Services - General	Community Support Worker (Level 2 Carer)
Activating a Client's Response Plan : Feros Central	Community Support Worker (Level 2 Carer)
Activating a Client's Response Plan : Feros Central (Not Issued)	Community Support Worker (Level 2 Carer)
Care Recipients Not Responding to Rostered Service : Client Services - General	Community Support Worker (Level 2 Carer)
Care Recipients Not Responding to Scheduled Service : Client Services - General (Not Issued)	Community Support Worker (Level 2 Carer)
Client COVID-19 Check In : Client Services	Community Support Worker (Level 2 Carer)
Community Client Handover in Carelite Procedure. : Client Services (Not Issued)	Community Support Worker (Level 2 Carer)
Community Staff Meetings Procedure : Client Services	Community Support Worker (Level 2 Carer)
Community Support Worker Reimbursement : Client Services	Community Support Worker (Level 2 Carer)
Community: Competency: Administration of Microlax Enema : Client Services	Community Support Worker (Level 2 Carer)
Competency - Microlax Enema Community : Client Services (Not Issued)	Community Support Worker (Level 2 Carer)
COVID-19 Management in Community Care : Client Services - General	Community Support Worker (Level 2 Carer)
Duplicate of Client COVID-19 check-in : Client Services - General (Not Issued)	Community Support Worker (Level 2 Carer)
Opt In services - Employee training, Sandwai skills management and service mapping : Client Services - General (Not Issued)	Community Support Worker (Level 2 Carer)

Summary of Specific Responsibilities

Defined in	Responsibility
Staff COVID-19 Check-in : Client Services	Community Support Worker (Level 2 Carer)

Other related Team/Group based responsibilities for **Community Support Worker (Level 2 Carer)**

Incumbent Statement:

I have read, understand and accept the above Position Description for Community Support Worker (Level 2 Carer).

Signed: Date: ... / ... /

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