

# Position Description

POSITION DETAILS			
<b>Position Title</b>	Personal Care Worker – Community		
<b>Reports to</b>	Team Leader – Community Care		
<b>Business Function</b>	Community Care	<b>Salary Grade</b>	Enterprise Agreement – Aged Care Worker
<b>Direct Reports</b>	NA	<b>Band / Level</b>	Level 4
<b>Indirect Reports</b>	NA	<b>Location</b>	Northern Territory

REPORTING RELATIONSHIPS	
<b>Internal Key Relationships</b>	Workforce Planners Personal Care Workers Community Service & Regional Office colleagues
<b>External Key Relationships</b>	Clients of programmes People who support the client Other service providers

OUR ORGANISATION
ARRCS work began in 2014 with aspirations to improve the quality of life for people living in regional and remote areas of Australia. Today, our commitment remains stronger than ever. We provide support to people across the Northern Territory through Residential Aged Care and Disability Services, Mental Health support, Childcare and Regional Home Care services and School Nutrition programs. We take a holistic approach, and a deep respect for all Elders and Aboriginal Cultures is at the heart of our work.

OUR COMPANY VALUES				
Compassion	Respect	Justice	Working Together	Leading Through Learning
Through our understanding and empathy for others, we bring holistic care, hope and inspiration	We accept and honor diversity, uniqueness and the contribution of others	We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society	We value and appreciate the richness of individual contributors, partnerships, and teamwork.	Our culture encourages innovation and supports learning.

PURPOSE
The Support Worker role is responsible for providing individualised care and supports to clients so that they may continue to live at home independently. The Support Worker is accountable to ensure that personal care, domestic assistance, transport shopping, social support individual, social support group, community access and other services are provided according to best practice and that all community care is provided in a client centred, caring, and respectful way.

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## KEY RESPONSIBILITIES

### Service Delivery

- Provide home care services including personal care, domestic assistance, transport, social support individual, social support group, and respite
- Support clients residing in both urban and rural locations across the Northern Territory. This may include the requirement to travel distances of up to and further than 100km.
- Deliver care according to the individuals care plan
- Maintain the dignity, integrity, rights, and confidentiality of clients
- Participates in continuous improvement of client care, ensuring information and feedback is provided to ARRCS staff and other health professionals as required.
- Provides quality client service, including interacting with clients, answering client enquiries, and effectively handling feedback
- All duties are performed according to ARRCS Policies and Procedures

### Team-Work and Development

- Works collaboratively within the team and actively participates and engages in team meetings and initiatives
- Sets personal goals, completes tasks, and meets deadlines ensuring work is achieved within expected timeframes
- Where required, liaises with carers, families and significant others involved in providing care
- Identifies any communication or workflow issues and makes suggestions for improvement
- Ensures individual learning is up to date and manages own professional development

### Reporting, Administration and Documentation

- Carries out own administrative tasks, including entering information in a timely manner and maintaining files and statistics.
- Develops general correspondence and reporting and assists in general administration as directed.
- Completes regular progress reports within required timeframes including liaising with peers

### Work, Health and Safety

- Participate and contribute to WHS practises to ensure a safe work environment
- Ensure compliance with WHS policies and procedures and promptly respond to and report health and safety hazards, incidents, and near misses

### Personal Accountability

- Demonstrate skills, knowledge and behaviour to work with Aboriginal and Torres Strait Island people in a culturally respectful way.
- Ensure no public comment, images or videos are posted via social media (Facebook, Instagram, TikTok etc) of Clients/Residents or within Client Homes, Residential Facilities and places of Cultural Significance without express permission of General Manager.
- Act at all times in accordance with the ARRCS Code of Code and associated Policies
- Attend mandatory training sessions (i.e – Equal Employment Opportunity, Health and Safety) and mandatory training specific to the position.

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## SELECTION CRITERIA

Key skills and experience that the applicant requires to qualify for the role:

### Qualifications – Essential

- Certificate IV in Aged Care / Individual Care / or Disability Care
- First Aid Certificate
- C-Class NT Driver's License – Ability to obtain and maintain + full-comprehensive insurance

### Experience

- Previous experience in the Support role
- Experience in working as a team within human services – Aged Care, Disability, Mental Health, Housing or experience in another relevant sector
- Knowledge of culturally sensitive practice when working with Aboriginal and Torre Strait islander people and people from culturally and linguistically diverse backgrounds.
- Prior use of Microsoft Office suite and other online client reporting systems
- Ability to respond and adapt to competing priorities whilst working unsupervised
- Empathy with Aged People, their families and Personal Carers

### Mandatory Requirements

- NDIS Worker Screening
- Influenza Vaccination
- COVID 19 Vaccination + Boosters
- National Police Check
- Driver's License

### Duties Statement

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Australian Regional and Remote Community Services. You will at times be required to work on other tasks and areas as directed by the Residential Aged Care Manager or ARRCS Leadership Team. By signing your contract of employment, you accept and agree to the role and responsibilities as outlined in this position description.

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