

POSITION DESCRIPTION

Support Worker, Multicultural Home Support Services (MHSS)

About Spectrum

At Spectrum, we aspire to a profoundly inclusive Australia, a place where the extraordinary diversity of people enhances the lives of all. We reach out to people of all refugee and migrant backgrounds; we provide access to a support network; we enable successful participation and inclusion for an enriched and diverse Australia. We celebrate refugees and migrants for who you are. We aspire for you to realise your dreams through the collective strength and wisdom of our shared community.

Spectrum is an Equal Opportunity Employer and welcomes applications from all people. Spectrum is committed to child safety and conducts thorough background and police checks.

Our Purpose & Vision

Purpose

Partnering with people of refugee and migrant backgrounds, provide services and connections that enable their successful participation in a more inclusive Australia

Vision

A profoundly diverse and inclusive Australia, a place where extraordinary diversity enhances the lives of all

Our Values

Understand the journey - We strive to understand our client's journey. We take an interest in their story and try to see the world through their eyes. We value each person's unique perspective and make decisions with empathy and compassion.

Co-create to thrive - We nurture our partnerships with all customers, clients and organisations – our goal is a win-win outcome for all. We believe in the wisdom of collaboration and see feedback from partners and each other.

Focus on the client experience - We put the client at the centre of everything we do. We focus on what we can do to help them feel at home. We seek feedback from clients and welcome the opportunity to improve. We know what great service feels like and work hard to deliver it.

Be different, be one - Diversity is essential to who we are – we embrace our differences. We work as one team because this is the key to our success. We actively create a welcoming environment for each other and our communities.

Create tomorrow - We create tomorrow by being curious, creative and adventurous. We make sustainable choices, knowing the future is in our hands. We get involved in and contribute to activities that support Spectrum's long-term success.

See and act with an open mind - We recognise that the world is changing and continuous transformation is now the norm. We choose to see the possibilities and respond with a positive attitude. We search for opportunities to improve and strive to overcome obstacles to change.

Position Context

The position of a Support Worker is part of a dedicated & well supported team providing support in the client's homes according to each client's care plan needs. Support Workers model the organisations Values and Behaviours and promote Spectrum's Visions of: enabling clients of refugee and migrant background to feel at home in Australia. Support Workers will comply and exceed the Aged Care Standards by ensuring that clients are treated with dignity and respect, encouraged to make their own choices about their services, receive services in a professional, client focussed manner that promotes a wellness and reablement approach to care in accordance with the Aged Care Standards.

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Key Responsibilities	
Provide Individualised Support Client will receive individualised support which is reflected in their agreed care plan	<p>Provide support according to the client's individual Care Plan in private homes and community establishments. All Support Workers are to ensure all duties are performed in line with WHS guidelines.</p> <p>Personal Care</p> <ul style="list-style-type: none"> Support personal care needs such as bathing, showering, grooming, dressing/undressing, hair care, shaving (electric only), toileting, changing incontinence pads, menstrual care and toilet aids – catheters, colostomy bags. <p>Domestic/Home Care</p> <ul style="list-style-type: none"> Support domestic care needs such as mopping, vacuuming, dusting, washing of floors and wet areas, changing bed linen, washing/ hanging laundry <p>Respite Care</p> <ul style="list-style-type: none"> Support respite care needs such as socialisation and leisure activities in and out of client's home, taking client's outside the home (e.g. shopping, appointments, social activities etc.), supporting the client to move into and out of a motor vehicle, supporting items into and out of motor vehicles (including wheelchairs, walking frames, bags of loaded shopping etc). <p>Mobilising</p> <ul style="list-style-type: none"> Supporting clients to turn and /or sit where clients can offer limited or no assistance with weight bearing, assisting the client with movement (e.g. bed to chair to bed), walking with client inside and outside the home, pushing and positioning clients in wheelchairs, assisting with wheeled commode or shower chairs, setting up and using mechanical lifters for those clients who are fully dependent. <p>Medications</p> <ul style="list-style-type: none"> Prompting of medication (no administering of medication) <p>Meals and Eating</p> <ul style="list-style-type: none"> Cooking/ heating meals and supporting the client to eat a meal
Maintain professional communication Support Worker will effectively communicate to ensure high standard of care is delivered to our clients	<ul style="list-style-type: none"> Maintain ongoing and effective communication with the Care Administrators, and Coordinators, including the giving and receiving of relevant information. Maintain confidentiality of client information at all times. Report changes to the clients wellbeing, care needs, circumstances, environment Develop a good working knowledge of all Spectrum Policies and Procedures, particularly those relating to Quality of Care, and to work within those guidelines Take ownership of responding to/ following up requests from the Care Administrators
Client and Staff Safety All staff and clients work within a safe environment with all incidents and risks escalated as appropriate	<ul style="list-style-type: none"> Abide by all Spectrum Workplace Health & Safety Policies and Procedures Reporting of hazardous procedures and work areas and anything that has or might compromise the support of the client or the health of the staff member. Operate motor vehicle in a safe manner Perform duties in a manner which does not represent an unacceptable level of risk to the health and safety of: <ol style="list-style-type: none"> Themselves Other employees Clients and their family members The wider community <p>Professional boundaries:</p>

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	<ul style="list-style-type: none"> • Maintaining appropriate professional boundaries to protect our clients and yourself. • Focusing on meeting the client's needs, not your own personal needs. • Establishing a professional, rather than a personal, relationship with clients. • Protecting the privacy, dignity and rights of client's responsibilities.
Care Team membership All staff will align with Spectrum and contribute when appropriate to ensure the team continues to grow and develop	Work as a member of the Spectrum team to provide continuity of support to our clients, including: <ul style="list-style-type: none"> • Assisting and training other staff as required. • Attend staff meetings and training sessions as required • Recognise the critical role of client's families and work supportively with family members, including ongoing monitoring of any difficult situations and • escalation of issues to the Care Administrators or Coordinators where appropriate
Organisational Responsibilities	<ul style="list-style-type: none"> • Ensure that the Code of Conduct is always adhered to • Adhere to the Child Safe Policy • Display a commitment to the Purpose and Values of Spectrum • Ensure that Spectrum complies with the Occupational Health and Safety Act requirements and strive for best practise in the provision of a safe workplace for all • Report all incidents, near misses, equipment repair requirements and illnesses to immediate supervisor and the OH&S Representative • Commitment to Quality and Continuous Improvement procedures and policies • Understanding of emergency response procedures • Other tasks will be assigned from time to time to meet the needs of the organisation

Key Selection Criteria	
Qualifications	<ul style="list-style-type: none"> • Certificate III or IV in Home and Community Care, Aged Care, Individual Support
Skills & Experience	<ul style="list-style-type: none"> • Experience and understanding of working with people from CALD (culturally and linguistically diverse) backgrounds, people who identify as LGBTI (lesbian, gay, bisexual, transgender, intersex), people of Aboriginal or Torres Strait Island background, people experiencing financial disadvantage (including people who are homeless or at risk of homelessness), and people with dementia • Ability to understand and follow the Client Service Plan and work with clients towards their chosen goals. • Ability to meet the inherent physical demands of the job. (Pre-employment functional assessment will be mandatory and ongoing functional assessment reviews may be conducted as required.) • Ability to be flexible and responsive to people's needs. • Ability to speak a second language is an advantage. • Ability to manage one's own time, set priorities & manage individual jobs to ensure that the work schedule (roster) is completed.
Personal Qualities & Behaviours	<ul style="list-style-type: none"> • Ability to work well and communicate effectively with people of all ages and from a wide range of social, cultural and economic backgrounds. • Respectful, attentive, empathetic and supportive nature • Willingness to undertake all key accountabilities

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	<ul style="list-style-type: none"> Ability to maintain confidentiality Ability to work co-operatively as part of a team, negotiate and advocate and exercise assertiveness appropriately
Mandatory Compliance Documents Required for this position	<ul style="list-style-type: none"> Victorian Driver Licence Use of own roadworthy, registered, and insured car during hours of work First Aid Certificate (HLTAID003) including CPR Manual Handling & Infection Control Certificate Working with Children Check (desirable) NDIS Clearance Check (desirable and when working with disability clients)

Position Information	
Location	Remotely
Award	Social, Community and Disability Support Services
Classification	HCE Level 3
Employment Period	Casual
Hours of Employment	0 - 38

Key Relationships	
Department	Aged and Disability
Program	MHSS
Reports to	Commercial Services General Manager
Manager	Bevan Toerien bevant@spectrumvic.org.au

Key System and Equipment Usage	
	<ul style="list-style-type: none"> Microsoft Windows Outlook

Additional Information	
Work Health & Safety	<p>All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct and are required to report all incidents and injuries as well as cooperating with measures introduced in the workplace to improve health and safety.</p> <p>Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or conditions that might be reasonably expected to affect your ability to perform the normal duties of this position. Such a disclosure will enable Spectrum to make reasonable adjustments to the work environment to ensure you work safely and productively.</p>
Australian Work Rights	All employees must be permanent residents of Australia or hold a current, valid visa.
COVID-19 Mandatory Vaccination Directives	In line with the government public health directions and the safety and wellbeing of our people, we require any new starters to have up to date vaccinations against COVID-19, unless exempt.
National Criminal History Check	All offers of employment are subject to a satisfactory National Criminal History Check (NCHC) & Statutory Declaration.

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International Criminal History Check	All offers of employment are subject to a satisfactory International Criminal History Check (as required). An International Criminal History Check will be required for individuals who have lived overseas for 12 months or more in the last 10 years.
Working with Children Check	All staff and volunteers working with children are required to have and provide a current Working with Children Check (WWCC) before commencing employment.
NDIS Worker Screening Check	All staff and volunteers working with people with a disability are required to have and provide the NDIS Worker Screening check before commencing employment.
Policies & Procedures	All employees must abide by the organisations Policies & Procedures.

Other Relevant Information

This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification by the manager, in response to the strategic direction of Spectrum, and the development of the skills and knowledge of the position.

Employee Declaration

- I acknowledge that I have read and understood the requirements of the position as detailed above. I also understand that the list of key tasks is not intended to be complete. Other tasks will be assigned from time to time at the discretion of Spectrum to meet the needs of the organisation.

Yes ☐ No ☐

- Where required, do you accept two unpaid breaks per shift (*a break allowance will be paid*)?

Yes ☐ No ☐

- Do you have any pre-existing injuries or conditions that could reasonably be expected to be affected by the nature of the proposed position description?

Yes ☐ No ☐

If yes, please provide details:

Failure to make such a disclosure, or the making of a false disclosure, will result in Sections 82(8) of The Accident Compensation Act 1985 applying. Section 82(8) of the Act provides that where a recurrence, aggravation, acceleration, exacerbation or deterioration of a pre-existing injury or disease arises out of or in the course of or due to the nature of employment with a company, it will not entitle the worker to compensation.

The disclosure of information on a pre-existing injury or disease will not impact on the recruitment process in any way. Spectrum Migrant Resource Centre is an Equal Opportunity Employer.

Employee

Name:		Signature:		Date:
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