

St John's Community Care Ltd

ABN 12 080 135 986

POSITION DESCRIPTION

TITLE: SUPPORT WORKER

**AREA: AGED CARE SERVICES &
DISABILITY SERVICES**

1. POSITION PURPOSE

To provide assistance to individuals, families and primary carers to maintain their independence and quality of life whilst living in the community, by the provision of a flexible and responsible range of support services.

These services include household and environmental assistance, personal assistance, social and emotional support, escorting, transportation and promotion of independence and community access.

2. REPORTING RELATIONSHIPS

Internal St John's Community Care Ltd Board of Directors
General Manager
Manager-Disability Services
Manager-Aged Care Services
Human Resource & Finance Manager*
Workplace Health & Safety Officer*
Coordinators*
Team Leaders
Administrative Officer
Other Support Workers

External Case Managers/Facilitators
Family Members
Other Service Providers

3. ASSESSMENT CRITERIA

These positions will be assessed on successfully:

- contributing to the achievement of St John's Community Care Ltd. Aged and Disability Services;
- contributing to the implementation and adherence of the various Service Standards, including, Disability Queensland's Service Standards, Home and Community Care, Community Aged Care Packages and the National Respite for Carers Program - National Guidelines and Standards;
- accomplishing and meeting the objectives as determined and reviewed on an annual basis through the Staff Appraisal Process.

4. RESPONSIBILITIES – ALL POSITIONS

- To be responsible for carrying out duties in accordance with St John's Community Care Ltd's policies and procedures and relevant legislation;
- To undertake tasks in accordance with client care/support plans and both internal and external service standards;
- To establish a working relationship with each client and to contribute towards enhancing their self-esteem;
- To assist with the maintenance and development of practical daily living and self care skills for each client;
- To work in conjunction with other Support Workers to perform duties as directed;
- Complete an entry in the communication book/daily activity or back of time sheet where required or directed by the Coordinators/Team Leader;
- To work with indirect supervision according to established guidelines;
- To perform any other duties as directed by the Coordinator/Team Leader that are within the limits of the employees skill, competence and training;
- To employ safe working practices and manual handling procedures;
- To report any workplace hazards to Coordinator/Team Leaders immediately;
- To be familiar with and follow infection control guidelines, policies and procedures;
- To wear appropriate personal protective safety wear and to adhere to instructions regarding the wearing of personal protective safety equipment;
- To contribute to the implementation and maintenance of the Workplace Health & Safety (WH&S) program;
- To respond to a crisis situation following the Emergency Procedures set out in the Support Workers manual;
- To contribute to the annual Staff Appraisal process;
- To participate in training and development activities related to responsibilities;
- To report to the Coordinator/Team Leader where there is a decline in a client's health or a significant change in their lifestyle or a request for increased and additional services;
- To attend team meetings;
- To complete, submit and maintain accurate weekly timesheets and travel reimbursement claims within set timeframe;
- Maintain client confidentiality, which includes passing ALL timesheets back to the Coordinator/Team Leader;
- Display sensitivity to clients from culturally diverse backgrounds;
- Be involved in Quality Assurance processes;
- To comply with all legally reasonable directions as given by your direct line supervisor, management and/or members of the Board of Directors.

Risk Management Responsibilities

- Follow safe work practices, procedures, instructions and rules;
- Perform all duties in a manner, which ensures personal health and safety and that of others in the workplace;
- Report all hazards or incidents, which can cause harm;
- Participate in ongoing training as required.

HOME CARE

- Household tasks as directed by the Coordinator/Team Leader or in accordance with the client care/support plan;
- Support with household tasks as assessed by the Coordinator/Team Leader to provide assistance in maintaining the household/environment, which may include:
 - cleaning/tidying kitchen, surface and appliance cleaning;
 - sweeping, vacuuming, dusting, washing clothes, pegging clothes;
 - ironing/folding, bed making and changing of bed linen, washing floors;
 - cleaning/tidying bathroom and toilet areas, food preparation;
 - shopping/banking or other errands as appropriate;
 - payment of accounts, escort duties and other activities.

PERSONAL CARE

- Assisting with toileting, bathing and showering, dressing and undressing, shaving, tooth, hair and nail care, transfers and mobility, prescribed exercise program, assist/supervise eating and drinking;
- Prepare special diets, including invalid cooking;
- Community Access;
- Empty and change urinary bag as instructed;
- Fit appliances and use mobility and transfer aids;
- Monitor medication compliance, prompt client to take medication.

COMMUNITY ACCESS

- Assist in recreational, educational, and social development of client;
- Assist client to access community based activities;
- Assist client to go into the community to undertake personal tasks such as shopping, banking, attending appointments etc;

RESPIRE/ CENTRE BASED DAY CARE

- This may include the following duties:
 - Personal Care - as outlined under Personal Care;
 - Providing assistance as directed by Coordinator/Team leader;
 - Undertake duties outlined in Responsibilities - All positions.

5. ACCOUNTABILITY AND EXTENT OF AUTHORITY

Under the supervision of the Coordinator/Team Leader, the General Home Care, Personal Care and Respite/Day Centre Support worker is accountable for:

- The quality of their work;
- The effectiveness and efficiency with which they undertake their monitoring and reporting roles;
- The health and safety of themselves, fellow employees and clients;
- Performing their duties in a safe manner following Workplace Health & Safety Guidelines;

- Working with indirect supervision according to established guidelines;
- Performing personal care functions where such functions are appropriately assessed.

6. POSITION REQUIREMENTS

- Judgment and decision making;
- The ability to resolve minor problems with clients;
- The implementation of established day to day work practices and procedures, according to the tasks that are allocated.

6.1 Specialist Skills & Knowledge

- Knowledge of basic food preparation and storage.
- Ability to relate to the needs of clients and to identify and report any changes to client needs and circumstances;
- Ability to work in a team situation;
- Ability to perform personal care functions;
- Ability to plan daily work, prioritise, work to the roster and respond to roster changes;
- Ability to engage client in either centre/home or community based activities.

6.2 Interpersonal Skills

- Ability to relate and communicate with people who are frail, aged or have a disability and their carers (families);
- Effective oral and written communication skills;
- Patience, honesty and reliability.

6.3 Qualifications & Experience

- Experience in household tasks;
- Knowledge of basic food preparation and storage;
- Knowledge of safe food handling;
- Experience as a Personal Care support worker;
- Certificate III in Aged and/or Disability work or other relevant qualification;
- Extensive experience in the care of frail aged and younger people with disabilities;
- Level 2 First Aid or a willingness to undertake this certificate;
- Driver's license and use of a registered, insured and roadworthy car;
- Access to telephone and mobile phone.

6.4 Pre-employment Requirements

- Police Record Check - copy to be supplied if less than 6 months old;
- Blue Card;
- DSQ Criminal History Check;
- Relevant physical requirements as outlined in Appendix A;
- Current Queensland Drivers License and use of a registered, insured and roadworthy car.

RELEVANT PHYSICAL REQUIREMENTS Appendix A

Posture	<ul style="list-style-type: none"> ○ Driving up to 20 minutes at a time between client locations; ○ Standing for up to 80% of working hours; ○ Walking for up to 80% of working day; ○ Twisting, pulling, pushing, bending, lifting, kneeling, squatting and carrying of equipment.
Upper Limb/Body	<ul style="list-style-type: none"> ○ Approximately 90% of working hours spent bending/reaching; ○ Some reaching above shoulder - hanging washing, dusting etc; ○ Up to 60% of working hours bending to vacuum; ○ Some sustained neck flexion may be required when performing cleaning tasks; ○ Some handwriting.
Trunk	<ul style="list-style-type: none"> ○ Some twisting in standing position - vacuum/sweeping, bed making. ○ Bending below the knee - cleaning toilets baths and showers.
Other	<ul style="list-style-type: none"> ○ Possible climbing of stairs in clients' homes; ○ Repetitive or sustained forces - lifting/lowering with one side of the body.
Work Environment	<ul style="list-style-type: none"> ○ Indoor environment - air conditioning and heating and cooling; ○ Outside environment - entering and exiting client premises - 4 or more times per day; ○ Wet areas - bathroom, toilet, kitchen and laundry; ○ Community.
Weights	<ul style="list-style-type: none"> ○ Lifting weights - vacuum cleaner, mop and bucket of water etc; ○ Heavy lifting when undertaking Personal Care up to 20% of working day; ○ Medium lifting - assistance in transfer when undertaking Personal Care up to 30 - 50% of working day.
Performance Level	<ul style="list-style-type: none"> ○ Has to be able to meet timeframes set for allocated work.

CONDITIONS:

All support workers will be employed on a probationary basis for three months to allow all concerned to determine real needs, maintain flexibility and establish compatibility of people involved. At the end of this period the situation will be reviewed and ongoing arrangements made.

AWARD: Social Community Home Care and Disability Services Industry Award 2010

HOURS: Refer to the Specific Task/Period Agreement. This job is casual and entails working flexible hours as negotiated with the Coordinator/Team Leader who is responsible to the Managers, Disability and Aged Care Services of St John's Community Care.

Workers will be covered by WorkCover during the negotiated hours.

If provision has been made in the individual funding agreement, reasonable costs including mileage, associated with supporting the client may be met if negotiated with the Coordinator in advance. Receipts for cost of activities to be presented wherever possible.

If transporting a client in a private motor vehicle, the vehicle must be roadworthy and preferably comprehensively insured; however 3rd party property is the minimum insurance cover. Please note: Clients are not to travel in a vehicle that is not insured. Employees must inform their Insurance Company that there is the potential on an irregular basis to use the motor vehicle during the time of employment.

In the case of a complaint or grievance, the steps as specified in the Grievance Policy must be followed.