

## COMMUNITY SUPPORT WORKER – Home & Community Services

### POSITION DETAILS:

<b>Position Title:</b>	Community Support Worker	<b>Reports To:</b>	Service Delivery Specialist
<b>Department/Division:</b>	Home & Community Services	<b>Direct Reports:</b>	NIL

### POSITION SUMMARY:

The role of the Community Support Worker is to provide in-home support services to clients which actively promotes their independence and community participation, all whilst maintaining a safe working environment and the adoption of safe work practices.

### KEY RESPONSIBILITIES:

#### Ensure the highest standard of care is delivered to care recipients by:

- Assisting in the implementation support described in support plans in consultation with the Service Delivery Specialist/s and/or Support Coordinator/s
- Undertaking support tasks in accordance with the client's individual support plan
- Encouraging, motivating, and assisting clients to participate in social and physical activities within their capabilities
- Encouraging, motivating, and assisting clients to perform all tasks associated with maintaining their personal independence
- Reporting changes in client's health status to Service Delivery Specialist/s and/or Support Coordinator/s
- Reporting and recording observations of changes in client's behaviour or physical and mental health in a timely manner and in accordance with SCC Policy and Procedures

#### Ensure work practices are continually improved and comply with the Aged Care Standards and Aged Care Act by:

- Reporting and documenting all issues/concerns/matters in accordance with Southern Cross Care organisational policies and procedures
- Recording clients care assessments, support plans and any other documentation in accordance with Southern Cross Care procedures
- Raising issues identified affecting care or the environment using Continuous Improvement System
- Participating in the implementation of new and/or revised programs to ensure the Aged Care Standards are met
- Identify issues and/or opportunities for improvement in the care delivery environment by using the Continuous Improvement System

#### Maintain good care recipient and family relationships by:

- Consulting clients about their preferences when carrying out tasks thus enabling clients to make choices about their support services and care needs
- Taking into account an individual client's cultural and religious preference when interacting and assisting in support activities
- Engaging with clients, families, advocates, colleagues, supervisors, and other key stakeholders in a respectful, friendly, positive and cooperative manner
- Maintaining resident confidentiality in accordance with SCC policy
- Working in a collaborative manner as a member of a team to support the interests of clients
- Discussing client and/or family complaints with direct supervisor in a timely manner
- Disclosing promptly to direct supervisor any personal relationships that may conflict with SCC Code of Conduct and/or Professional Boundaries Guidelines

#### Aspire to achieve a standard of excellence by:

- Ensuring work practices, behaviour and interactions and consistent with the mission and philosophy of Southern Cross Care (Tas) Inc

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- Displaying respect, empathy and understanding towards care recipients and their families at all times
- Organising time and workload to maximise productivity and service delivery within a specified time frame
- Ensuring continual personal self and professional development to maintain current workplace best practice knowledge and skills
- Attending relevant education and training programs
- Actively participating in the performance appraisal process

### Education, Training and Professional Development

- Participate in mandatory training as required by the organisation
- Actively pursue learning and skills development opportunities
- Participate in non-mandatory, in-service and external training as part of own professional development program
- Actively participate in annual performance reviews
- Accept guidance and advice from mentors and workplace coaches.
- Actively participate in activities of Continuing Professional Development (CPD) as per SCC requirements
- Actively reflect on own professional performance and competence and participate in the ongoing professional development of self and others
- Independently pursue a high level of professional development

### Literacy and Numeracy

- Read, understand, and appropriately action support plans, progress documentation.
- Interpret information from a range of tables, charts, graphics, diagrammatic documents and drug charts
- Enter routine data into the client management system
- Maintain required workplace schedules
- Record and accurately document client information
- Listen to clear, sequenced instructions with several steps and ask clarifying questions when required
- Communicate appropriately with clients, especially those with dementia or other cognitive conditions and disabilities

### Leadership and Management

- Ensure all work practices comply with Southern Cross Care (Tas.) Inc. policies, professional Codes of Practice, relevant legislation, common-law, occupational health and safety principles and other relevant guidelines.
- Ensure that all equipment and supplies are used appropriately to complete duties efficiently and economically to minimise wastage and/or abuse.
- Demonstrate empathy, respect and understanding of the rights and responsibilities towards residents, their families and carers always.

### KEY PERFORMANCE INDICATORS:

- Ensure clients receive quality, best practice support in accordance with individual needs
- Provide ongoing service connection to ensure Southern Cross Care is the provider of choice for clients
- Ability to work autonomously to provide appropriate levels of support to clients to maintain and improve their independence and wellbeing
- Complete all reporting requirements to satisfactory standard
- Actively participate in community stakeholder engagement and brand awareness activeness

**SELECTION CRITERIA:****Essential:**

- Completion of an approved aged care specific course, to Certificate III level, and/or other relevant course through an AOF approved training provider
- First Aid Certificate
- A current driver license
- Required to provide a satisfactory National Criminal History Record (Police Check) that is not more than three months old on employment and that complies with the requirements of the *Aged Care Act 1997* before the commencement of employment
- Ability to following written and oral instructions
- Required to sign the organisation's Confidentiality Agreement

**Personal Attributes:**

- Physical ability to undertake the work tasks required of the role
- Current knowledge of aged care legislative requirements and aged care accreditation processes
- Basic understanding of the aged care funding instrument and associated documentation processes
- Understanding of the needs and issues experienced by the frail elderly and their families
- Ability to work in a flexible manner as part of a support team
- Adequate verbal communication skills to enable effective communication with care recipients and colleagues
- Adequate literacy skills, including Information Technology skills, to comply with organisational documentation requirements
- Ability to remain calm and follow organisation processes in an emergency situation
- Demonstrated ability to undertake a wide range of personal care tasks
- Demonstrated understanding of continuous improvement principles

**WORK HEALTH AND SAFETY REQUIREMENTS/CONTINUOUS IMPROVEMENT**

- Adhering to Southern Cross Care Workplace Health and Safety Policy and Procedures
- Working in a responsible manner and encouraging others to do so to ensure the safety of oneself, other staff members, residents and visitors to Southern Cross Care sites
- Implementing correct fire, emergency and safety procedures, and attending prescribed training as required
- Perform all tasks in accordance with SCC established procedures
- Reporting, and documenting incidents, risks and hazards in a timely manner in accordance with SCC policy and procedures
- Reporting maintenance and repair requirements using approved SCC procedures
- Using all equipment and supplies appropriately to complete duties to minimise wastage and/or abuse

**AUTHORISATION:**

<b>Manager Signature:</b>		<b>Date:</b>	
<b>Employee Signature:</b>		<b>Date:</b>	