

## Position Description | Community Support Worker

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<b>Position Title:</b>	Community Support Worker
<b>Department/ Division:</b>	Home & Community Services
<b>Reports To:</b>	Service Delivery Specialist
<b>Direct Reports:</b>	N/A
<b>Industrial Instrument:</b>	Southern Cross Care (Tasmania) Inc. Enterprise Agreement
<b>Pay Classification:</b>	Home Care Level 3 Pay Point 1

### Position Summary

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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

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**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
- 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 activities

## Southern Cross Care Values

 <p><b>Compassion</b></p>	<ul style="list-style-type: none"> <li>▪ We respond willingly and positively to help meet the needs of those around us.</li> <li>▪ We promote a sense of belonging and community.</li> <li>▪ We demonstrate and foster empathy and sensitivity towards residents, clients, their families, our colleagues, and the whole community.</li> </ul>
 <p><b>Integrity</b></p>	<ul style="list-style-type: none"> <li>▪ We look for the good in all people and recognize the contribution of each individual as we work together.</li> <li>▪ We demonstrate honesty and trustworthiness in all that we do.</li> <li>▪ We are conscientious and ethical in our decision making and take responsibility for our own actions.</li> </ul>
 <p><b>Respect</b></p>	<ul style="list-style-type: none"> <li>▪ We believe in the sanctity of life and that each life is unique and has special individual worth and dignity.</li> <li>▪ We recognise and respect individuality and diversity.</li> <li>▪ We treat all people with courtesy and respect regardless of gender, ethnic background, religious belief, or economic circumstances.</li> <li>▪ We manage our resources wisely to minimize the impact on the environment.</li> </ul>



## Selection Criteria

Essential	Desirable	Special Employment Conditions
<ul style="list-style-type: none"><li>▪ Completion of an approved aged care specific course, to Certificate III level, and/or other relevant course through an AQF approved training provider</li><li>▪ First Aid Certificate</li><li>▪ A current driver license</li><li>▪ Ability to following written and oral instructions</li></ul>	<ul style="list-style-type: none"><li>▪ Physical ability to undertake the work tasks required of the role</li><li>▪ Current knowledge of aged care legislative requirements and aged care accreditation processes.</li><li>▪ Basic understanding of the aged care funding instrument and associated documentation processes</li><li>▪ Understanding of the needs and issues experienced by the frail elderly and their families</li><li>▪ Ability to work in a flexible manner as part of a support team</li><li>▪ Adequate verbal communication skills to enable effective communication with care recipients and colleagues</li><li>▪ Adequate literacy skills, including Information Technology skills, to comply with organisational documentation requirements</li><li>▪ Ability to remain calm and follow organisation processes in an emergency situation</li><li>▪ Demonstrated ability to undertake a wide range of personal care tasks</li></ul>	<ul style="list-style-type: none"><li>▪ Required to provide a satisfactory National Criminal History Record (Police Check) that is not more than three years old on employment and that complies with the requirements of the Aged Care Act 1997 prior to commencement of employment</li><li>▪ Must hold a valid registration to work with vulnerable people with a NDIS endorsement as this is a condition of registration for all NDIS providers under the NDIS Act 2013 and SCC Safety Screening Policy.</li><li>▪ Required to sign the organisation's Confidentiality Agreement</li></ul>

	<ul style="list-style-type: none"> <li>▪ Demonstrated understanding of continuous improvement principles</li> </ul>	
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## Work Health and Safety Requirements and Continuous Improvement

### Maintain a safe working environment and adopt safe work practices by:

- Ensuring awareness and prompt identification of WH&S risks and hazards.
- Maintaining a safe environment for all staff and care recipients.
- Reporting, rectifying (where possible) and documentation of incidents, risks and hazards that come to your attention in accordance with Southern Cross Care (Tasmania) Inc's WH&S Policy.
- Ensuring an awareness of and the implementation of correct fire and security safety procedures, and participation in fire and security drills as required.
- Ensuring personal work practices comply with the organisation's workplace health and safety policies and procedures.
- Ensuring all staff members perform safe manual handling practices.
- Recognition and responding appropriately to unsafe or unprofessional practices.
- The role of Fire Warden for assigned areas is attached to this position. Ensure full awareness of the responsibilities and requirements of this role.
- Ensuring that all equipment and supplies are used appropriately to complete duties efficiently and economically so as to minimise wastage and/or abuse.
- Practice appropriate infection control procedures.
- Administer and manage medication in accordance with best practice and Southern Cross Care (Tasmania) Inc's policy and procedure.

### Authorisation

CEO/Manager Signature		Date	
Employee Signature		Date	