

POSITION DESCRIPTION

Community Support Worker

DIVISION or PROGRAM:	Home Care	AWARD AND LEVEL (if applicable):	SCHCDS Award (Home Care) Schedule E
DATE OF APPROVAL:	March 2019	APPROVED BY (Position Title):	General Manager

PURPOSE OF THE POSITION

Provide professional support to the daily living and changing life needs for frail elderly people and/or people with disability and promote their independence, skills development and community engagement in accordance with specific program requirements, best social welfare practice and in line with CatholicCare's Person Centred Approach and Mission, Vision and Values.

KEY ACCOUNTABILITIES

- Perform the duties of the role in accordance with CatholicCare's Mission, Vision and Guiding Principle
- Provide high quality and flexible care that maximises the wellbeing, independence and capacity of clients in line with CatholicCare's Person Centred Framework and our Wellness, Enablement and Restorative approach
- Provide the best possible standard of care to all clients including, but not limited to, personal care activities, domestic support activities, support with leisure, lifestyle and educational activities, medication management, documentation, respite, social support and transport.
- Engage with clients, their families, carers, advocates and other specialised support staff to develop programs aimed at achieving an individual's goals and aspirations
- Respond to incidents such as client injuries, damage to property, etc., identify potential risks to clients and notify the Support Advisor; document and report details in accordance with relevant CatholicCare policies, practices and statutory requirements
- Work collaboratively as an active member of the team, attending meetings and communicate issues to support continuous quality improvement processes; providing and seeking support, advice, resource and information sharing
- Undertake relevant administrative tasks associated with allocated shifts including progress notes and hazard and incident reports and submit these documents and timesheets and travel claims by designated timeframes
- Notify the Support Advisor/Senior Manager of any incident of abuse or neglect of duty of care to a client; document relevant details, ensuring compliance with the relevant policies, practices and, if appropriate, statutory requirements particularly where the situation may impact on the health and safety of the client or the staff member
- Other duties as directed from time to time.

KEY COMMUNICATIONS

This role works closely with:

- Support Advisor - Receive guidance and support, notify and report on incidents involving client's safety and care and exchange information
- Client - Receive guidance and support, notify and report on incidents involving client's safety and care and exchange information.
- Team members - Collaborate and cooperate on day to day work place activities; exchange information and provide back and assistance where required
- Families, Carers, Advocates and Specialised Support staff - Engage and collaborate on the provision of diverse services and support to achieve individual clients needs and aspirations

KNOWLEDGE, SKILLS, QUALIFICATIONS AND EXPERIENCE (Selection Criteria)

1.	Ability to undertake the duties of the role in accordance with CatholicCare's Mission, Vision and Values
2.	Certificate III in Aged or Disability Services or in a related discipline and/or relevant industry experience
3.	Good written and verbal communication skills and ability to work independently and unsupervised
4.	Sound understanding of the issues facing aged people, people with disabilities and carers
5.	Sound organisational skills, the capacity to successfully manage competing priorities and meet deadlines
6.	Current Drivers Licence and access to a registered motor vehicle

* CatholicCare reserves the right to vary this position description in response to its changing needs.