

POSITION DESCRIPTION

Support Worker

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are imaginative, respectful, compassionate and bold.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Uniting is one of the largest not-for-profit community service providers in NSW and the ACT, with a rich history of providing services to the community for more than 100 years. We have more than 550 services, as far north as Tweed Heads, as far west as Broken Hill, and as far south as the ACT.

Our focus is always on the people we serve, no matter where they are at in their life. Our range of supports and services are designed in partnership with clients and around their needs

ABOUT THE ROLE

This is a role within the Home and Community Care team and is responsible for working collaboratively as a team member to provide health, wellness and recreational activities and support that provides meaningful social and leisure experiences for individuals.

ROLE OBJECTIVES

You'll play a valuable role as a member of the Home and Community Care Team in:

- Contributing to a stronger and more unified Uniting
- Working towards the defined priorities and outcomes for the Home and Community Care team and your specific areas of accountability
- Working with your colleagues to understand and apply the translation of Uniting and Business Stream strategies through your regional and/or local plans, thereby ensuring a consistency in service delivery, practice and maximising performance
- Actively participating in communication in order to understand and contribute to a One Uniting way of operating
- Working productively and collaboratively as a positive role model both within your team and with others across Uniting

As a Support Worker your role will:

- Contribute towards the efficiency and effectiveness of the Home and Community Care team
 - Provide programs of health, recreation and leisure based on client needs, interests and capabilities
 - Communicate with a broad range of clients with needs that require individualised care
 - Maintaining skills and knowledge related to role and the Aged Care Industry whilst seeking opportunities for personal development and continuing education.
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ABOUT YOU IN THE ROLE

Your classification: Grade 1 – 3 Support Worker
Your directorate: Resilient Communities

You'll report to: Coordinator/ Team Leader

Your key relationships:

Internal:

- Service Manager
- Allied Health Staff
- Community Care Direct
- Volunteers
- IT Service Centre and other service outlets

External:

- Existing and potential clients and their carers
 - Brokerage/contractors
 - Equipment and consumables suppliers
 - Aged, Health and Community Care service providers
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YOUR RESPONSIBILITIES

Financial management:

- Ensure that all activities and operations within the scope of responsibility are performed in accordance with the allocated budget and policy guidelines
- Ensure supplies and consumables are monitored and re-ordered as required
- Ensure activities are provided in a cost efficient manner and support the effective delivery of support within budget

Operational Processes

- Complies with all relevant legislation and organisational policies and procedures
- Enquiries from existing clients, their representatives, employees and other service providers are handled in a confidential and timely manner.
- Ensure information is recorded accurately and in a timely manner in the electronic system
- Monitor equipment use to ensure safe working order and request maintenance repairs where appropriate
- Participate in audits and other continuous improvement activities to identify and reduce incidents of unsafe work practices.
- After consultation, you'll be willing to undertake additional duties, transfer to another equivalent position or assume higher duties when required

- Contribute to the implementation of Uniting policies, processes, systems and platforms (including technology) so as to ensure efficiency of the wider organization
- Maintain awareness of and fulfill responsibilities, authorities and accountabilities as defined by Uniting's health, safety and wellbeing management system and in adherence to the attached WHS responsibilities by role
- Participate and comply with all quality management systems and processes

Client Management:

- Perform delegated care and support activities in accordance with leisure and lifestyle program plans in a timely and effective manner ensuring client's abilities, preferences and capacity for decision making is recognised
- Support clients to achieve agreed goals enabling client resilience and independence in consultation with the wider care team.
- Build rapport with clients, their carers to support client social and recreation choices to enable community participation.
- Assists the client with activities of daily living and/or personal care ensuring their independence and dignity is maintained.
- Ensure the safety of clients, staff and volunteers when providing transport services.
- Ensure client nutritional and dietary needs are delivered in accordance with individual care plans and food handling procedures.
- Monitor client progress and changes, reporting any area of concern or any instance of abuse or suspected abuse of clients.
- Ensure equipment and appliances are in satisfactory and safe working order and faults are reported to supervisor.
- Ensure that engagement with external parties enhances Uniting's reputation and growth
- Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders

People Management:

- Act as a constructive member of the Home and Community Care team
- Maintain skills and knowledge related to work role including regular attendance at employee meetings, and one on one supervision/support meetings with supervisor
- Supports new or less experienced employees through sharing of knowledge and demonstrating a high standard of work practices and ethics (including support and assistance to volunteers and visitors).
- Contribute to a culture of openness, feedback and productivity
- Actively engage and participate in the performance management framework and review processes across Uniting
- Engage in professional development and set and fulfill development goals for yourself;
- Contribute to the creation of a cohesive and productive team
- Build and maintain effective team relationships – within own team and across business streams / functions
- Positively model the Code of Conduct and Ethical Behaviour for Uniting
- Represent the Uniting culture and values internally and externally, communicating and acting in ways that are consistent with values of Bold, Respectful, Imaginative and Compassionate
- Model the values and an understanding of the Uniting Church, respecting and valuing the inherent dignity and uniqueness of each person, celebrating diversity, prioritising collaboration, passionately pursuing social justice and inclusion
- Take care for the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to the attached WHS responsibilities by role

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Approval date: January 2017		Reviewed: 15/05/2017

KEY PERFORMANCE INDICATORS

Financial management:

- Performance is monitored on an ongoing basis and financial targets achieved as established by the annual budget process
- Relevant procedures are followed when handling client money or assets including appropriate record keeping

Operational processes:

- All stakeholders in your area of responsibility are constantly communicated with and remain informed and involved in appropriate aspects regarding services offered by Uniting
- Complies with Uniting policies and procedures in the area of:
 - Incident Management
 - Care delivery and food handling
 - Environmental assessment
 - Risk
- Demonstrates an understanding of the community care common standards, continuous improvement frameworks and associated regulatory requirements

Client management:

- Demonstrates a duty of care to clients whilst respecting their independence, self-determination and dignity of risk
- Proficiency in customer service/client relations, including the ability to deal with client information, queries and complaints sensitively and confidentially at all times
- Client feedback shows sustained improvement
- Client feedback indicates their respect for your services (work) provided and a good working relationship
- Effective client relationships are in place and stakeholders indicate high levels of satisfaction with service delivery

People management:

- Feedback from your line Manager confirms your contribution as a member of the Home and Community Care team
- Feedback from colleagues and their teams confirms your contribution to an integrated Uniting
- Standards of professional behaviour demonstrate alignment with the Uniting values and are effectively role modeled in all workforce interactions
- All hazards, incidents, formal and informal complaints and feedback are documented and reported

THE IMPORTANT DETAILS

Qualifications:

- Current First Aid Certificate
- Current Australian driver's license
- Own vehicle and current comprehensive insurance

Your experience ticks the following boxes:

- Previous experience in Aged care or Community care environment
- Understanding of Community Aged Care Services
- Ability to work in a team environment and independently

- Awareness of Work, Health and Safety (WHS) and risk management practices
- Basic computer literacy skills
- Good time management skills
- Ability to communicate electronically including mobile and email
- A demonstrated passion for social change and contributing to an organization of influence for the most disadvantaged

Even better:

- Certificate III in Aged Care equivalent experience
- Previous experience in Aged care or Community care environment
- Experience using client/data management system
- CHCCS303A Module Provide Physical assistance with medication
- CHCAC319A Provide support to people living with dementia
- LR bus driver's license for relevant positions

Core Competencies:

- You operate with personal integrity and a values base that aligns with Uniting's
- You succeed through excellent communication skills and a high service orientation
- You engage successfully with clients and other team members as required
- You manage projects and juggle tasks to ensure delivery against objectives
- You have strong written and verbal communication skills
- You thrive on helping others to succeed
- You are an exceptional team player
- You have a high level of energy and enthusiasm
- You thrive on successful outcomes and not on processes
- You genuinely care about the organization

Employee Name:		Managers Name:	
		Title	
Date:		Date:	
Signature:		Signature:	

ACCOUNTABLE POSITION	WHS ACCOUNTABILITIES (AS PER WHS ACT 2011)	ACTION DEMONSTRATING ACCOUNTABILITIES
<p style="text-align: center;">WORKERS (EMPLOYEES, AGENCY STAFF, CONTRACTORS, VOLUNTEERS, STUDENTS)</p>	<p>While at work, all workers (WHS ACT 2011 Sec 28) must:</p> <ul style="list-style-type: none"> - take reasonable care for his or her own health and safety - take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other people - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by Uniting to allow the - organisation to comply with this Act - co-operate with any reasonable policy or procedure of Uniting relating to health or safety at the workplace that has been notified to workers 	<p>All workers must:</p> <ul style="list-style-type: none"> - follow Uniting WHS policy and programs to protect the health and safety of people at work and to understand your personal responsibilities for WHS - attend and/or complete safety-related training including induction and emergency preparedness - comply with WHS instructions from your supervisor/manager, training information, safe work procedures and emergency wardens - if performing new or unfamiliar work, seek information, instruction or training and supervision from your supervisor to perform work safely without risking the health, safety and wellbeing of yourself or others - use equipment that has been provided for your health, safety and wellbeing - report all hazards, incidents and injuries to your immediate supervisor - participate in discussions/consultation about changes to workplace/premises or job task/practice - wear clothing, footwear and personal protective equipment (PPE) needed appropriate for the work being done - do not put other people's health, safety and wellbeing at risk by your action or inaction