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|  | Position Description Version: |

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| **Position Title:** | Support Worker |
| **Position Number:** |  | **Cost Centre:** | Various |
| **Site/Facility:** | Calvary Community Care – Various Service Centres |
| **Department:** | Operations |
| **Enterprise Agreement** | Calvary Home Care Services Limited Support Worker and Administrative and Operational Employees (Victoria) Enterprise Agreement 2021 |
| **Classification:** | Enterprise Agreement  |
| **Reports To:** | Team Leader Support Workers/Service Coordinator |
| **Date of Preparation:** | April 2022 | **Date Updated:** | April 2022 |
| **Primary Purpose** |
| Support Workers play a vital role in the Calvary Customer Experience by providing quality, responsive and compassionate care that supports a trusting and long term relationship with our customers and delivers our Mission through “being for others”. Support Workers meet the changing needs of customers supporting them in their homes and whilst out in the community through the provision of flexible services including personal and respite care, social support, domestic assistance, overnight care and 24 hour support. |
| Organisational Environment |
| Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation. Our mission is to provide quality, compassionate health care to the most vulnerable, including those reaching the end of their life. With over 18,000 staff and volunteers, we have a national network of 14 Public and Private Hospitals, 72 Residential Care and Retirement Communities and 19 Community Care service centresCalvary continues the mission of the Sisters of the Little Company of Mary, a [mission](https://www.calvarycare.org.au/about/mission-and-values) focused on caring for those who are sick, dying and in need.  We express our values of hospitality, healing, stewardship and respect through “being for others” exemplified by the [Spirit of Calvary](https://www.calvarycare.org.au/about/mission-and-values/) and the example of Venerable [Mary Potter](https://www.calvarycare.org.au/about/heritage/).As an equal opportunity employer, we value diversity and are committed to fostering a workplace that is respectful, welcoming and inclusive where people are supported to draw strengths from their identity, culture and community. We value the integral dignity of each person and we encourage applications from First Nations peoples, people living with a disability, LGBTIQ+ people, people who have come to Australia as migrants or refugees and veterans.Calvary Community Care is a leading community care provider operating across Australia. With more than 2,000 employees across 20 sites, Calvary Community Care provides a diverse range of community care services including domestic assistance, respite, personal and Aged Care. |
| Accountabilities and Key Result Areas |
| ***People and Culture:**** Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
* Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary’s values of healing, hospitality, stewardship and respect.
* Promote the Spirit of Calvary by providing customers with the best choice of service that delivers our Mission through “being for others”

***Excellence in Service Delivery:*** * Demonstrate the principles of the Calvary Customer Experience.
* Support customers in activities of daily living including personal care, respite care, social support, domestic assistance, overnight and 24 hour support in accordance with the care plan.
* Promote customer choice, positive routines and activities ensuring they are meaningful to the customer as per Calvary Community Care’s Service Delivery Model.
* Support customers to achieve their goals and make choices in partnership with other support networks.
* Report changes in customer’s health, care plans or if additional services are needed.
* Review and regularly monitor communication received by email, newsletter, Support Worker Connect and other communication methods to ensure current knowledge of policies, procedures and activities across Calvary.

***Excellence in Service Development:*** * Ensure community visits are meaningful, achieve customer goals and promote independence.
* Assist in the social development of customers through access to community activities, venues and services.

***Wise Stewardship**** Ensure all documentation including notes, customer communication books, schedules and leave applications are accurate and up to date.
* Contribute to continuous improvement and employee development activities within Calvary.
* Participate in regular team meetings and one on one meetings including performance reviews and coaching.
* Submit timely and accurate records of work performed as per Calvary policies and procedures.
* Protect the rights and confidentiality of customers by ensuring the care provided maintains customer dignity and privacy.

***WH&S Responsibilities:**** Take reasonable care of your own health and safety and the health and safety of others in the workplace;
* Comply with relevant Calvary WHS policies, procedures, work instructions and requests;
* Report to your supervisor any incident or unsafe conditions which come to your attention;
* Observe any additional requirements as outline in Calvary’s WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet)
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| **Key Relationships** |
| Internal: | * Support Workers
* Team Leader Support Workers
* Service/Community Engagement Coordinators
* Client Services Officer
* Care Coordinator
* Case Manager
* Nurses
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| External: | * Customers
* Families, Carers, Representatives
* External contactors
* Service Providers
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| **Position Impact** |
| Direct Reports: | NA |
| Budget: | *NA* |
| Selection Criteria |
| **Essential*** COVID-19 vaccination is a mandatory requirement unless assessed exempt.
* Completed or working towards a Certificate III in Individualised Support, Home & Community Services, Aged Care, Disability or equivalent
* Current Level 2 First Aid Certificate & CPR
* Current full drivers licence
* Reliable motor vehicle (including valid registration & full comprehensive or third party insurance)
* Smart mobile phone or device
* Access to the internet and experience using a computer, systems and applications
* Ability to work independently and as a member of a team but to seek advice and approval when required.
* Ability to respect and respond to individual customers’ needs and preferences.
* Proven empathy to the individual needs of others.
* NDIS Worker Screening Check

**Desirable** * Experience in a support role for others including aged, disability or children.
* Experience in assisting people to make choices enabling them to reach their full health and wellbeing potential.
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| Approvals  |
| Job Holder’s signature: | Date: |
| Manager’s signature: | Date: |