

Position Profile

Support Worker Level 1

YOUR ROLE

Role:	Support Worker Level 1 (Domestic Assistant)	Reports To:	Care Manager/Assist Care Manager/Regional Manager and Team Leader
Team:	Fully Managed Division (FMD) Team	Direct Reports:	N/A
Key Relationships:	<u>Internal</u> Team leader, Care manager, administrative team, rostering officers, co-workers	<u>External</u>	External stakeholders, Clients & family members.

YOUR PURPOSE

To provide domestic assistance services to clients within their own homes in accordance with an approved care plan. The focus is to support and encourage the client to maintain their independence for as long as possible. The Support Workers role requires the use of their own vehicle to drive to and between client's homes.

YOUR OUTCOMES

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| Outcome
Communications | <ul style="list-style-type: none"> • Timely and accurate communication with your manager and the client. Any variance from the care plan or queries that may arise must be addressed immediately with a manager prior to providing service. • Maintaining confidentiality in all dealings with clients and stakeholders |
| Outcome
Documentation | <ul style="list-style-type: none"> • Ensure up to date and accurate documentation relating to the client's care and well being is in the client home folder / Procura. • To fully understand and comply with the program guidelines and standards for documentation. |
| Outcome
Technology | <ul style="list-style-type: none"> • To fully utilise your smart phone to answer and make calls, reply to emails, text messages, record time and attendance on clients scheduled visits, access client details, documents, record client movements, document in client records and type dated notes. • To document incidents and safety concerns in Riskman app & to the office. |

YOUR ACTIVITIES

Activity

Domestic Assistance

- Activities including dusting, vacuuming, mopping, emptying garbage, washing dishes and putting them away, washing and ironing clothes, bed making and meal prep.

Essential

- To comply with company presentation and dress code.
- To treat employee and client information in strict confidence at all times
- Problem solving ability and the ability to think critically.
- Strong interpersonal and verbal/ written communication skills
- Ability to work at a fast pace with effective time management.
- Willingness to learn new systems if required.

Qualifications and Experience

- Current First Aid Certificate and current CPR certificate
- Current National Police Clearance.
- The right to work in Australia.
- Current Drivers Licence, Vehicle Registration and Third Party Insurance.