

Position Profile

Support Worker Level 3

YOUR ROLE

Role:	Support Worker Level 3	Reports To:	Care Manager/Assist Care Manager/Regional Manager and Team Leader
Team:	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 personalised care and or 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 and to perform other tasks as stated below.

YOUR OUTCOMES

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 Personal Care	<ul style="list-style-type: none"> • Dressing, grooming, showering, transferring and other personal hygiene and elimination care needs in accordance with the care plan. • Observation and monitoring of skin integrity, including applying non-prescription creams and lotions in accordance with the care plan. • Assistance with toileting and hygiene
Activity Medication	<ul style="list-style-type: none"> • Observation of skin integrity, prompting and supervising medication from a webster pack, and any other clinical needs within your scope of practice.

Activity

Social Support

- Social outings in the community, transport, and assistance to attend appointments or go to the shops or pay bills.

Activity

Transport

- Driving between client's home, client transportation, unsupervised shopping or paying of bills

Activity

Food Preparation

- Assistance with meals or meal preparation

Activity

Respite Care

- Supervision, assistance with dressing as required, toileting assistance, companionship, physical exercise, supervising self-administration of dose administration aid and other appropriate tasks within your scope of practice.

Activity

Domestic Assistance

- Dusting, vacuuming, mopping, emptying garbage, washing.
- dishes and putting them away, washing and ironing clothes, bed.
- making, meal prep and shopping.

Essential

- To comply with company presentation and dress code.
- To always treat employee and client information in strict confidence
- 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

- Cert III in Individual Support (or equivalent) or 2nd year Bachelor of Nursing.
- Current First Aid Certificate and current CPR certificate
- Current National Police Clearance
- Right to work in Australia.
- Qualification Certificate and transcript
- Current Drivers Licence, Vehicle Registration and Third-Party Fire & Theft or Full Comprehensive Vehicle Insurance.