

Employee Position Description: Elder Support Worker

Key Position Information			
Job Title Elder Support Worker		Reports To [Position Title] Facility Manager	
Department Name Residential Aged Care		Department Code	Cost Centre
Work Area: Operations		Work Area Code	Initial Work Location St Kilda Road
Enterprise Agreement [EA] <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Name of Enterprise Agreement SCHADS / NHAS / No Agreement	
Classification [per EA]		Date Effective 29/01/2021	
Incumbent		Job Description <input type="checkbox"/> New <input checked="" type="checkbox"/> Updated	

Primary Purpose of Job

An Elder Support Worker (ESW) is responsible for working within Jewish Care’s Hand-in-Hand™ model of practice. This role is central to ensuring that people living in residential aged care are supported to live a life that can replicate as much as possible the life they led before moving in by providing exceptional, contemporary, and personalised support to Elders, in a homelike (haimish) environment. The ESW promotes engagement in meaningful activity in all aspects of daily living both within the Elder’s home and out in the community. They are central to the broader transdisciplinary team that also includes nursing staff, clinical specialists, Rabbinical support, ACFI coordinators, and the Facility Manager. Whilst personal and medication care, mobility support, and basic health care are all part of this role day-to-day, the overarching importance is placed on all aspects of daily living and the support required to ensure Elders are living the life they choose to lead.

Key Result Area (KRA)	Key Accountabilities and Responsibilities <i>Accountable = “The buck stops here” Responsible = “The doer”</i>
Jewish Care Values	<ul style="list-style-type: none"> • Acts consistently in accordance with Jewish Care values, challenge practices inconsistent with these values, and uses the values as a basis for managing relationships and decision making • Adheres to the organisation’s practice and behavioural guidelines in relation to the appropriate treatment of children • Jewish Care proudly celebrates and warmly welcomes the rich diversity of our community and strives to be inclusive for all, including the LGBTI+ community. All staff are required to act in accordance with our Position Statement on LGBTI+ Inclusion and report any and all breaches of cultural safety. • Adhere to the organisation’s Code of Conduct Report to management any suspicions, concerns, allegations, or disclosures of abuse in any form

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Support of Elders using the Hand-in-Hand™ model of support.	<ul style="list-style-type: none"> • Support Elders in all aspects of life, including support with basic health needs including medication administration, assistance with personal care, recreation and leisure, basic meal preparation and clean up, personal skill development/maintenance and general assistance to maintain independence and dignity with respect to activities of daily living and lifestyle • Establish and maintain a strong, enduring, and professional relationship with Elders, based on effective communication, a willingness to be flexible and creative, and based on respecting the needs and desires of Elder • Ensure all support to Elders is provided in a dignified and respectful manner; ensuring that all support is led directly by the Elder or via the support plans in place • Respect the Jewish beliefs and practices of individual Elders, and provide support for them, where required, to express their Jewishness • Maintain comfortable, clean and safe environment for Elders, staff, and visitors
Personal Care	<ul style="list-style-type: none"> • Ensure that all Elder's needs have been met as per their documented support plan and all reported changes • Report immediately, to the Clinical Support Team or the Manager, any changes in visual observations or matters of concern • Prompt response to the needs and requests of Elders, including the call bell system. • Legible and accurate documentation of daily support notes and observations as required with responsibility for ensuring up to date knowledge of Residential Care Standards and completion of assessment records • Liaise with external parties such as family members, pharmacists, allied health etc as and when required. • Participate in documenting and review of support profiles with Practice Leader. • Provide personal care and support to assist Elders to maintain independence and dignity with respect to activities of daily living and lifestyle.
Elder Well-being	<ul style="list-style-type: none"> • Understand an Elder's social preferences and encourage Elders, provide support where required, to interact and participate in religious, cultural, social, recreational, and domestic activities • Set up, lead, or participate in generic exercise classes, social games and recreational activities with individual or groups of Elders • Set up the environment including music, movies, aromatherapy and relevant cultural decorations to create an appropriate ambience • Meet visiting entertainers / volunteers and show them where to set up • Support Elders in activities outside the home, including walks, events, friendship groups • Spend time with Elders providing social support and companionship (particularly those that are socially isolated)
Medication Administration	<ul style="list-style-type: none"> • Achieve and maintain full Medication Administration Competency endorsement in accordance with the Aged Care Standards, Jewish Care policies and procedures. • Provide daily medication administration assistance as per Medication Administration Competency endorsement. Noting that drugs of dependence and any PRN medication must only be administered by the Clinical Support Team staff. • Ensure all documentation requirements are met in the required timeframe

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Meal Support	<ul style="list-style-type: none"> • Provide Elders with the nutrition and hydration they require, as per their support plan • Assist in meal preparation, including basic cooking and plating of meals • Assist in the serving and delivery of meals within the house • Maintain a domestic level of cleanliness of food preparation (including cooking equipment and utensils) and Elder dining areas
House Maintenance	<ul style="list-style-type: none"> • Ensure that all areas of the house are clean and tidy to a domestic standard • All laundry and linen are handled and managed in accordance with the prescribed procedure/s • Report all maintenance issues that need to be acted upon
General	<ul style="list-style-type: none"> • Be aware of and abide by guidelines/policies and standards that constitute quality support for Elders • Legible and accurate documentation of daily care notes and observations as required with responsibility for ensuring up to date knowledge of Residential Care Standards and completion of assessment records. • Attend and contribute to team meetings, and requisite training sessions. • Ensure all documentation requirements are met. • Assist Elders to manage their own behaviour, where and when applicable, by following the plans designated for that Elder's support • Observe infection control procedures • Ensure the provision of feedback via completing Your Say forms (or via Riskman) for compliments, complaints, incidents, hazards, and other; and to actively encourage external stakeholders to participate and complete their feedback • Other duties as requested by the Clinical Manager or Facility Manager.

Key Performance Indicators (KPI)

- Demonstrates the Hand-in-Hand™ model of support at all times
- Provides excellent support for Elders in accord with daily shift requirements and Elder's support plans.
- Evidence that Elder's support needs have been attended to as required by and their support plan and other relevant communications
- Reports immediately, to the Clinical Support Team or the Facility Manager, any changes in visual observations or matters of concern
- Attaining and exceeding compliance with accreditation outcomes particularly in relation to the quality of life of Elders including health, personal care and lifestyle.
- Works towards annual training objectives following appraisal to ensure skills and knowledge to fulfil role.
- Develops effective relationships with key stakeholders.
- Demonstrates professional conduct at all times.
- Works within designated timeframes.
- Legible and accurate documentation that is up to date and timely
- Complies with accreditation standards and all relevant legislation
- Complies with Jewish Care values, policies and procedures

Corporate Accountabilities and Responsibilities

Team Member	<ul style="list-style-type: none"> • Ensure open and honest communication with all team members to ensure the highest quality of Elder support is being provided • Participate in performance reviews and developing training support needs with manager
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OHS	<ul style="list-style-type: none"> • Be pro-active in caring for the health and safety of all people within our work environment • All incidents or hazards are entered immediately into the RiskMan system
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Key Relationships	
Internal	<ul style="list-style-type: none"> • Manager: (insert name of home) • Clinical Support Manager • Clinical Support Team (RNs) • Practice & Support Coordinator • Organisational Lead: Practice and Support • Administration Officer • Jewish Care Victoria staff and volunteers • Contractors including food services and cleaners
External	<ul style="list-style-type: none"> • Elders, their families and/or carers • Allied health services • Community groups

Values	
Commitment to Jewish Care values and philosophy, and capacity to engage with the broader community in demonstrating these values:	
Respect	Through client services and program excellence, we treat everyone with consideration and decency and will always act for the good of society.
Community	Working together to strengthen our community, to build and support the capacity and resilience of individuals and families.
Inclusion	We embrace diversity and work together for a just and equitable society.
Social Responsibility	Behaving ethically with sensitivity and acting in the best interests of all.

Role Required Capabilities	
Skills (the technical skills to do the job at a high level of accomplishment)	<p>Essential:</p> <ul style="list-style-type: none"> • Excellent 'customer service' skills – a can do, willing and creative attitude • Demonstrated ability to provide contemporary and holistic support to Elders • Demonstrated initiative and self-motivation • Excellent communication and interpersonal skills • Demonstrated ability to work well within a team, as well as ability to work independently as required • Strong time management and organisational skills <p>Desirable:</p> <ul style="list-style-type: none"> • Proven proficiency in the use and application of computer programs including LeeCare and RiskMan • Multilingual (especially Russian, Hebrew, and/or Yiddish)
Knowledge & Qualifications (the specific qualifications required and knowledge fields are ideally required of the incumbent)	<p>Essential:</p> <ul style="list-style-type: none"> • Minimum requirement - Certificate III in Aged Care or Individual Support • Medication administration competency <p>Desirable</p> <ul style="list-style-type: none"> • Knowledge of ACFI and Aged Care Accreditation Standards

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<p>Experience (the scope of work experiences the incumbent ideally should have gained - including environment, timeframe and context)</p>	<p>Highly Desirable:</p> <ul style="list-style-type: none"> • Experience working in either an aged care environment or similar human service/social care field
<p>Valuing (the type of work someone undertaking this role would need to value)</p>	<p>Essential:</p> <ul style="list-style-type: none"> • All Jewish Care employees will incorporate the Hand-in-Hand™ model approach into their support, to continually encourage them to be as independent in their home, and in the broader community, as they can be • Demonstrates and upholds the Jewish Care Values, Vision and Mission at all times • Understanding of (or a willingness to learn) the specific requirements of the needs of a Jewish Not-for-Profit organisation and the people it supports
<p>Wisdom (the sensitive tasks that require good judgement)</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Cultural Sensitivity - from a culturally and linguistically diverse perspective, as well as a religious perspective, and with regard to LGBTI+ inclusive practices • Cooperation when working with others – shares credit with the team – values people on the team – actively listens • Has an impact – is reliable – sees things through – takes the initiative to start something - does what others won't do <p>Desirable:</p> <ul style="list-style-type: none"> • Sound understanding of the diversity of issues experienced by Elders, including the distinct needs relevant to Elders from the Jewish Community
<p>Pre-Requisites</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Australian Police Check • A current annual flu vaccination and to provide a certificate as evidence • International Police Check (where relevant) • Commitment to creating an environment, for Elders, staff, and/or visitors, that is safe, free of abuse, neglect, violence, and preventable injury • Commitment to ensuring culturally safe spaces for clients, staff, volunteers, and visitors – especially for people with culturally and linguistically diverse backgrounds and people from LGBTI+ communities • Unrestricted right to work in Australia (Visa evidence required)

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Employee Acknowledgement

Please sign and date to acknowledge you have read and understood this position description.

Name:

Signature:

Date:

A signed copy of the position description must be returned to:
People & Development at 619 St Kilda Road, Melbourne VIC 3004 or P&D@jewishcare.org.au



Jewish Care proudly celebrates and warmly welcomes the rich diversity of our community and strives to be inclusive for all, including the LGBTI+ community.



Jewish Care acknowledges Aboriginal and Torres Strait Islanders as the Traditional Custodians of the land on which we live and work. Our services and supports are provided on the lands of the Wurundjeri and Boonwurrung people, and we deeply respect and honour their ongoing cultural and spiritual connection to land, waters and community.



Jewish Care is an accredited Safeguarding Children organisation. The welfare and safety of all children and young people is a priority.