

Job Description Details	
<b>Job Title</b>	Community Support Worker
<b>Department/Division</b>	Brightwater At Home, Commercial Services
<b>Reports to</b>	Service Leader (Directly supervised by Team Leader)
<b>Direct Reports</b>	Nil
<b>Agreement</b>	Social, Community, Home Care and Disability Services Industry (SCHADS)

Brightwater Mission
<p><i>Pursuing the Dignity of Independence</i></p> <p>For Brightwater, no one is beyond care. Here, we value the potential that lives inside each and every one of us, no matter what that looks like. Our amazing ability to strive towards our best self every day, to keep learning and to keep growing. This drives all that we do. Sure, it's not always easy, but this journey that we're on together comes with its own reward. This pursuit of independence brings with it the dignity of control over our own lives. And everyone deserves the right to pursue that.</p>

Commitment to Mission and the Brightwater Spirit	
Embrace and apply the Brightwater Spirit – our values and behaviours – in all interactions with staff and customers. Our commitment to the Brightwater Spirit enables us to achieve our Mission, <i>Pursuing the Dignity of Independence</i> .	
<b>Caring</b>	We care for and about each other. We work together to provide inclusive and relevant services in ways that meet the needs and goals of our clients.
<b>Authentic</b>	We are open and genuine, enabling us to build meaningful relationships with our clients and each other.
<b>Progressive</b>	We are inspired to continuously improve ourselves and our services for the benefit of our clients.
<b>Courageous</b>	We find strength in order to make a difference.

Diversity and Inclusion Statement
At Brightwater, we welcome people with the full diversity of life experiences, thoughts and beliefs. We foster a culture of inclusion, collaboration and innovation where our clients and staff can flourish.

Position Purpose
Community Support Workers provide care and support to clients in their own home, enabling them to remain living independently in the community, and optimise their quality of life.

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## Key Duties/Accountabilities

1. Actively maintain the home/social environment in which emotional, physical, spiritual and cultural needs are met.
2. Complete Brightwater documentation to required standard.
3. Communicate with clients, relatives, colleagues and others in a professional manner that shows respect with a consumer directive approach.
4. Use effective problem solving skills to complete required tasks and resolve conflict at the earliest opportunity in consultation with line supervisor.
5. Appropriately use and maintain equipment and reports maintenance issues.
6. Identify areas for improvement and use a continuous quality improvement approach to problem solving.
7. Develop and maintain a high standard of personal presentation representing Brightwater At Home and Brightwater in the general community.
8. Mentor/ supervise fellow new employees ensuring they are working to best practice.
9. Ensure all services are provided in a manner that promotes the personal values of the client and adhere to relevant Code of Ethics, Standards and Legislation affecting professional practice and standard of practice.
10. Assist the client in meeting their needs in accordance with their support plan. This can include but is not limited to hygiene, personal grooming and toileting needs, nutrition, fluid and medication assistant, companionship, socialisation and domestic tasks.

## Key Working Relationships

1. BAH Administration, Schedulers and Team Leaders in relation to availability and training.
2. Actively collaborate with Client Coordinators and rest of the multidisciplinary team to ensure that supports plans for the clients are relevant and appropriate.

## Professional Development

1. Accept responsibility for updating/developing own knowledge/skills in relation to professional/clinical areas.
2. Actively participate in opportunities for performance feedback with a growth mindset, including reviews and check-ins; reflect on own performance and set goals.
3. Complete essential training courses within the required timeframes and embed learning outcomes to continuously improve skills and work performance.
4. Attend and contribute to staff meetings/discussions and collaborate with team members to improve outcomes.

## Safety and Health

1. Actively promote a positive safety and health culture by caring for self and others, demonstrating attention to physical, mental, emotional, cultural, and psychological safety.
2. Take proactive and responsible actions to avoid, eliminate or minimize hazards.
3. Accept responsibility for understanding and recognising the risks and hazards associated with work duties.
4. Report all incidents, hazards, and injuries immediately.
5. Use equipment, such as personal protective and manual tasks equipment, as trained and required.
6. Adhere to infection control principles and practices.

## NDIS Risk Assessment

This position is not considered to be a risk assessed role and therefore does not require the person to hold an NDIS Worker Screening Check.

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## Other Information

Nil

## Selection Criteria – Qualifications, Skills, Knowledge, Experience

1. Knowledge or previous community work experience.
2. Certificate III in Aged Care/Disability (or progress towards or significant experience in a related setting and a willingness to undertake appropriate training within 6 months).
3. Have a strong commitment to providing safe and high-quality care.
4. Able to effectively communicate (both written & verbal) in various environments with a wide range of people.
5. Customer focused and able to work without direct supervision in the community in diverse cultural and home environments.
6. Demonstrate ability to organise and prioritise tasks, work effectively under pressure, problem solve and meet deadlines.
7. Willing to undertake training as and when required.
8. First Aid Certificate less than 3 years old.
9. Possess a mobile phone, email address and reliable licenced transport with comprehensive insurance.
10. Current Western Australian 'C' Class Drivers Licence.
11. Satisfactory National Police Certificate obtained within the last 12 months.

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