

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Residential Support Worker	Department	Lady Lawley Cottage
Location	Various locations	Direct/Indirect Reports	N/A
Reports to	Team Coordinators/ Residential Services Manager	Date Revised	May 2014

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis

■ Position Summary

This position is responsible for providing a safe standard of holistic care in accordance with the policies of Australian Red Cross, the Disability Service Standards and the relevant Australian Health Care Standards. The incumbent will need to manage various demands to meet agreed standards and comply with policy and procedures that impact on the needs of the clients and the service.

■ Position Responsibilities

Key Responsibilities

- Provision of the highest standard of personal care, social and recreational activity needs of the clients.
- Act as an advocate for clients, to identify their rights and represent their own needs
- Maintain an environment designed to empower people with disabilities through good communication and promoting independence
- Comply with infection control policies and procedures
- Ensure accurate and timely record keeping in line with LLC policy and procedures
- Attend all required in service training programs directed by the Residential Services Manager, Service Delivery Manager and Senior Manager Lady Lawley Cottage
- Work within the administration protocols of the organisation
- Work within the legal and ethical framework relevant to the role

■ Position Selection Criteria

Technical Competencies

- Demonstrated experience providing quality services and maintaining an environment to empower people with disabilities
- Demonstrated experience providing household duties, personal care, managing challenging behaviours and prioritising workloads for effective outcomes
- Demonstrated understanding and commitment to the rights of people with disabilities
- Ability to work co-operatively within a team and maintain good working relationships
- Demonstrated ability to be an advocate for clients and support community participation
- Follow the organisation's policies and procedures including safe work practices, infection control, admin duties and client documentation
- Good verbal and written communication skills

Qualifications/Licenses

- Cert III in Disability Services or similar
- Working with Children's Check
- Laboratory screening tests for immunology against childhood diseases
- Current Driver's Licence
- Senior First Aid

Behavioural Capabilities

- **MODEL | Demonstrate Care and Commitment | Demonstrates the Seven Fundamental Principles of the Red Cross Movement: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality**

Actively demonstrates behaviours consistent with Red Cross Fundamental Principles | Assists others within the framework of Red Cross goals and Fundamental Principles | Shares skills and encourages clients to learn | Acts as a practical resource to vulnerable people | Identifies and addresses needs, issues and concerns of clients | Consistently demonstrates behaviours in accordance with the Red Cross Code of Conduct

- **THINK | Organisational Understanding and Compliance | Demonstrates understanding of Red Cross, its broader environment and complies with organisational procedures and guidelines**

Demonstrates an understanding of the work of the domestic and international elements of the organisation | Understands and works within levels of authority and delegation | Understands and implements the policies and procedures of Red Cross | Understands the origins of the Movement and basic principles of International Humanitarian Law

- **ACHIEVE | Evaluate and Improve | Evaluates processes or programs to drive continuous improvement**

Addresses current opportunities or challenges to improve efficiency and effectiveness | Monitors own performance to meet expectations | Evaluates processes to identify continuous improvement opportunities

- **LEAD | Manage Performance | Sets clear goals and expectations and is accountable for outcomes and behaviour**

Demonstrates a clear understanding of own role and the performance standards expected | Sets high personal standards | Sets clearly defined objectives for own role

- **COLLABORATE | Teamwork and Collaboration | Works with others to achieve shared goals**

Collaborates with team members to achieve shared outcomes | Actively participates in team decision making | Contributes to team outcomes | Demonstrates an understanding of the links between personal goals, team goals and organisational goals | Consistently participates in team building activities | Demonstrates effective team behaviours such as respect, integrity, honesty, trust and support

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters