

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Residential Support Worker	Department	Lady Lawley Cottage
Location	Various locations	Direct/Indirect Reports	0
Reports to	HNU Manager/ D&SS Nurse Lead	Date Revised	May 2019
Industrial Instrument	Enrolled Nurses & Residential Care Enterprise Agreement		
Job Grade	Job Grade 3	Job Evaluation No:	

■ 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. The Residential Support Worker role includes work on-site at Lady Lawley Cottage as well as in the community including family homes and schools as required.

■ 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 line manager
- Work within the administration protocols of the organisation
- Work within the legal and ethical framework relevant to the role and ensure professional boundaries are upheld
- Holders of a current WA Drivers license are required to drive Red Cross Vehicles including Vans to transport clients and goods

■ Position Selection Criteria

Technical Competencies

- Demonstrated experience providing quality services and maintaining an environment to empower people with disabilities
- Demonstrated experience providing personal care, managing behaviours of concern 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, hygiene standards, admin duties and client documentation
- Good verbal and written communication skills

Qualifications/Licenses

- Cert III in Disability Services or similar
- Laboratory screening tests for immunology against childhood diseases
- Current Driver's Licence
- Senior First Aid
- Manual Handling
- **A Working with Children check is a mandatory requirement for this role**

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Managing change** | Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns constructively.
- **Organisational effectiveness | Innovating and improving** | Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.

■ 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 Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- 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