



## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Community Support Worker
<b>DIVISION</b>	Aged Care
<b>DEPARTMENT</b>	Community Care
<b>REPORTS TO</b>	Program Lead

## ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence is for an Australia free of poverty.

Established during the Great Depression by Anglican activist Father Gerard Tucker, the contemporary Brotherhood of St Laurence pursues systemic change for a fairer and more compassionate Australia where all people have a sense of belonging.

Our organisation employs over 1,400 staff and is supported by 1,200 volunteers. We partner with governments, business and other community organisations to address poverty in communities across the nation. Our staff are committed to providing our clients with a quality experience that is Safe, Effective, Connected and Personal, these are our Quality Goals of service.

Our work in the community is varied: ranging from early learning, employment preparation, social enterprises, aged care, programs for families, older people, refugees and asylum seekers as well as digital literacy programs. We research the causes and effects of poverty and advocate national, state and local policy solutions for people experiencing disadvantage.

We have also established initiatives to tackle the challenge of climate change and environmental sustainability present for disadvantaged people.

The Brotherhood's Strategic Plan for 2019-2023 outlines five strategic outcomes:

These are:

- Economic security for all
- Wellbeing, social inclusion, empowerment and dignity for all
- Inclusive services and communities
- A trusted voice nationally on poverty and disadvantage
- An inclusive, effective, efficient and agile organisation

## DEPARTMENT PURPOSE

The Community Care department provides independent living accommodation for people on low income and at risk of homelessness, in home care, day and overnight respite and social support.

## POSITION PURPOSE

To provide centre based social support and in home care services, including monitoring the wellbeing of frail aged people, people who need assistance to live independently and their carers to maintain their independence at home and in the community and to promote a wellness and reablement approach to care.

## **KEY RESPONSIBILITIES**

- Provide care and support as identified in the client's Care Plan. Care and support may include respite, household tasks, dressing and undressing, grooming, toileting, accompanied personal shopping, and meal preparation.
- Actively support and promote wellness and reablement goals
- Support carers by providing meaningful and enjoyable experiences to a client to promote social connectedness and encourage physical activity as documented in the Care Plan.
- Work withing the relevant guidelines and established practices and procedures provided and under the supervision of the Program Lead. This includes adopting the Consumer Directed Care and Wellness and Reablement approaches and be guided by the Consumer Choice Principles.
- Maintain client privacy and confidentiality.
- Report all relevant information regarding client's well-being to the Program Lead.
- Work remotely from direct supervision and follow guidelines provided in relation to the range and nature of duties to be undertaken.
- Use discretion in resolving minor issues that relate to immediate responsibilities and seek guidance and direction from the Program Lead where necessary.
- Report to Program Lead any changes in conditions or care arrangements of clients.
- Transport clients to and from home BSL centers and community venues as required.
- Ensure preparation and serving of meals is in line with food handling legislation.
- In consultation and as directed by the relevant Program Lead, implement various initiatives/activities to prevent or manage challenging behaviours.
- Develop and maintain positive lines of communication with other service providers, families, advocates and clients, presenting a professional image at all times.
- Undertake administrative tasks as required and complete and maintain accurate records including but not limited to cash handling records, statistics/report and travel documentation.
- Report any matter or observations that may affect client activities, health and well-being and the running of the program to the Program Manager or delegate as required.
- Other duties as required

## **TO BE SUCCESSFUL YOU MUST HAVE**

### **Essential**

- Certificate III in Individual Support or equivalent.
- Highly developed interpersonal and communication skills with the ability to work with people from diverse backgrounds.
- Demonstrated ability to work autonomously and as part of a multidisciplinary team.
- Proven problem-solving skills with the ability to make appropriate recommendations
- Well-developed organisational and time management skills to manage own workload to deliver results.
- Knowledge of and ability to participate in quality improvement activities and strategies
- Holds a current Victorian driver's license.

## **Desirable**

- Other relevant studies or training
- Experience in developing, organising, facilitating and evaluating inclusive community, recreation and leisure activities.

## **Mandatory Employment Criteria**

- Specific work requirements include work-based travel, attendance at a variety of different work locations
- Proof of eligibility to work in Australia
- A Statutory Declaration is required for this position. The Brotherhood will facilitate this process
- A Working with Children Check is required for this position. The Brotherhood will facilitate this process
- An NDIS Worker Screening check is required for this position. The Brotherhood will facilitate this process