

POSITION DETAILS	
POSITION TITLE	Community Support Assistant
FUNCTIONAL UNIT	Home Care, Community and Disability Services
NOMINATED SUPERVISOR	Team Leader
RELEVANT EBA / AWARD	Social, Community, Home Care and Disability Services Award 2010
CLASSIFICATION LEVEL	Home Care, Level 3 – Level 4
DATE OF REVIEW	November 2018

VILLA MARIA CATHOLIC HOMES

Villa Maria Catholic Homes is committed to working in partnership with people of all ages and abilities to help them achieve their individual goals and dreams, remain connected to their communities and enjoy their independence.

As an agency of the Catholic Archdiocese of Melbourne, our values including respect, compassion and inclusion guide us to deliver the highest quality services to individuals of all faiths and backgrounds.

We are a Catholic, not-for-profit organisation providing residential aged care, affordable housing options, retirement living, senior support, disability, carer and education services to more than 6,500 people across Victoria and southern New South Wales.

OUR VALUES

- **Respect:** We recognise and respect the dignity and uniqueness of each person.
- **Compassion:** We truly care and are always open to the needs of others.
- **Integrity:** We are honest and transparent in all our dealings and accountable for all our actions.
- **Collaboration and partnerships:** We empower people, realise potential and maximise the outcomes from our work.
- **Inclusion:** We are welcoming, inclusive and responsive in our hospitality and services
- **Stewardship:** We value the resources for which we are responsible, and commit to their effective and efficient use, to achieve our Mission.

POSITION PURPOSE

- To provide individual support to older clients living in the community to enable them to continue living as independently as possible in their own homes, by providing support via direct care services.
- Work closely with Roster Coordinators and VMCH Home Care employees to understand individual clients, their specific needs, and deliver care in accordance with VMCH values and policies.
- Deliver excellent personal centred care within the scope of VMCH organisations policies and procedures.

POSITION RESPONSIBILITIES

- Work collaboratively with Roster Coordinators to deliver services to elderly clients that meet their individual needs
- Deliver direct care services in keeping with the roster and task lists including:
 - Personal care and self-care assistance
 - Home care and domestic assistance
 - Meal preparation
 - Respite, social support, and companionship
 - Transport, shopping, and running errands
 - Escorting to medical appointments
- Monitor and report any changes to clients, uncharacteristic or high-risk behaviours, and/or concerns regarding the client's physical or emotional status to the Roster Coordinator in a timely manner
- Flexibility and ability to work with indirect supervision and work within our professional standards of behaviour
- Follow organisation policies and procedures including response to emergency situations
- Ensure documentation, time and attendance registration is completed and submitted within the required time frames
- At all times work within OH&S guidelines or any direction from the Roster Coordinator/management that ensures staff and client safety
- Potential / actual risks to clients are identified and responded to in a timely and appropriate manner and reported to the Roster Coordinator
- Complaints and concerns are responded to in a manner consistent with VMCH policies and procedures and reported to the Roster Coordinator in a timely fashion
- Respect the rights and choice of clients and their families
- Communicate and work effectively with individuals respecting and valuing their beliefs and customs
- Commitment to motivating people we support to achieve personal goals, enabling community participation and independence skills building, through person centred practices

Compliance

- Displaying commitment to a consistent, high quality person-centred approach to service delivery, maintaining VMCH's reputation as a leader in the provision of services to support older people in the community
- Commitment to best practice and continuous improvement in all aspects of program delivery
- Ensure compliance with all relevant standards, legislation and regulations with particular emphasis on OH&S obligations report any concerns to the Roster Coordinator / Team Leader

Performance Management and Development

- Participate in an annual performance appraisal and as required via discussions with your Team Leader in respect of ongoing work performance, new work objectives and any training or development needs.
- Maintain relevant knowledge and skills through attendance at seminars and participation in the staff development programme.
- Participate in (annual) mandatory training program

Other Requirements

- Work collaboratively with VMCH program staff to maintain standardised service practise to ensure consistency across regions
- Attend relevant internal and external meetings and positively contribute to activities that enhance consumer and program outcomes
- Perform other duties, within the scope of the position, as reasonably required.

KEY SELECTION CRITERIA

Essential

- Minimum Cert III Individual Support / Home & Community Care / Aged Care or similar
- Current First Aid Certificate (HLTAID003)
- Current CPR Certificate (HLTAID001)
- Current National Police Check or willingness to obtain
- Experience working with Aged Care clients
- Enjoy working with elderly people, and their families, in the local community
- Current Victorian Driver's Licence & reliable, roadworthy vehicle suitable for transporting clients – must hold full comprehensive insurance.
- Knowledge of safe working techniques and procedures consistent with OH&S policies and procedures
- Flexibility and ability to work remotely and autonomously
- Experience working with mobile devices and online communication applications for time and attendance

Desirable

- Experience caring for people with specific care needs, dementia and challenging behaviours in adults and children
- Experience working with people from culturally and linguistically diverse backgrounds
- Ability to speak another language additional to English
- Victorian Employee Working with Children Check