

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Residential Support Worker	Department	Lady Lawley Cottage
Location	Varied	Direct/Indirect Reports	N/A
Reports to	HNU Manager / D&SS Nurse Lead	Date Revised	Apr 2018
Industrial Instrument	Enrolled Nurses & Residential Care Enterprise Agreement		
Job Grade	Job Grade 3		

■ 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 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

■ Position Selection Criteria

Technical Competencies

- Demonstrated experience providing quality support and maintaining an environment to empower people with disabilities
- Demonstrated understanding and commitment to the rights of people with disabilities
- Demonstrated ability to be an advocate for clients and support community participation
- Demonstrated experience providing personal care, managing behaviours of concern and prioritising workloads for effective outcomes
- Ability to work co-operatively within a team and maintain good working relationships
- 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
- Working with Children's Check
- Laboratory screening tests for immunology against childhood diseases
- Current Driver's Licence
- Senior First Aid

Behavioural Capabilities

- **Personal effectiveness | Solving problems |** Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and
- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Communicating |** Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients |** Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Managing risk |** Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

■ 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 3 years thereafter. Police check renewals may be required earlier than 3 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