



POSITION DESCRIPTION

POSITION TITLE	Community Support Worker
DIVISION	Retirement and Ageing
DEPARTMENT	Social Connections and Respite Care
REPORTS TO	Program Coordinator
LOCATION	Frankston region (Mornington Peninsula)

ORGANISATIONAL PURPOSE

Established during the Great Depression, the Brotherhood of St Laurence was the vision and creation of Fr Gerard Tucker, a man who combined his Christian faith with a fierce determination to end social injustice. The Brotherhood has developed into an independent organisation with strong Anglican and community links. Today, we continue to fight for an Australia free of poverty.

At the Brotherhood of St Laurence, we are defined by the people that make up our organisation. With approximately 1000 employees and 1000 volunteers across more than 50 sites, together we strive to help people experiencing disadvantage through research and policy and services and advocacy.

As well as providing services and programs for families and elderly on low incomes, refugees, young people and the unemployed, we research the causes and effects of poverty and advocate national and local policy solutions for people who are disadvantaged.

The Brotherhood is currently focusing its work on strategies to alleviate and prevent poverty for those people most at risk at the four transition stages considered critical to their future well-being: the early years, the years from school to work, periods in and out of work and retirement and ageing.

Our Strategic Plan for 2015 – 2020 identifies five organisational objectives:

- to demonstrate how to reduce disadvantage and increase social, civic and economic participation through quality, evidence-based policy, programs and practice
- to undertake quality research, gather knowledge and evaluate evidence to inform and support our work
- to work collaboratively and in partnership with others to influence policy and practice.
- to strengthen our organisational capability to support innovation and respond flexibly to changed circumstances
- to collaborate with Aboriginal and Torres Strait Islander peoples and ensure the Brotherhood supports their rights and aspirations.

Each of these priorities is underpinned by well structured, researched and documented body of knowledge to support all elements of work within the Brotherhood.

DIVISION & DEPARTMENT PURPOSE

The Retirement and Ageing Division at the Brotherhood of St. Laurence provides residential services, independent living accommodation for people on low incomes, home based and day and respite services for older people and people with disabilities living in their homes.

The Retirement, Ageing and Disability Strategic Plan 2015 - 2020 clusters around seven strategic priorities that will guide our work over the next five years:

- financial security and sustainable livelihoods
- community building and social engagement
- ageing in a complex technological and information society
- wellbeing and care
- cognitive decline and dementia
- competition and the market
- a body of reliable knowledge to inform policy and practice

The Brotherhood aims to be the leader in community care in Victoria, not only in the provision of quality services but also in undertaking research, policy development and advocating on behalf of our clients and the sector. At the Brotherhood the focus is enabling clients to flourish. Our service model is based on the Enhancing Capabilities Approach which ensures that residents/ clients experience a trusting environment that provides the opportunities and choices that enable them to live lives they have reason to value. This encompasses valuing diversity including individual cultural preferences, sexual orientation and gender identity. Professional person centred care and appropriate support is provided to maximise client independence and autonomy.

Banksia Services offers a wide range of services including respite care (centre based, in home including overnight care), planned activity groups as well as meals, transport, advocacy and leisure opportunities. Banksia Services Frankston specializes in providing programs for people living with varying stages of dementia and Banksia Carrum Downs specializes in providing a range of activities using a community development framework for isolated older people, frail older people and people with disabilities.

POSITION PURPOSE

The Community Support Worker works as part of a team to support and assist people with disabilities, socially isolated people and older people to participate and engage in community life.

KEY RESPONSIBILITIES AND DUTIES

1. Teamwork and Accountability

- Work collaboratively within teams to achieve common goals
- Demonstrate a commitment to the Brotherhood's Quality framework and culture by participating in and promoting quality actions through Continual Improvement activities.
- In collaboration with the manager, set goals and objectives to ensure outcomes are met
- Model the Brotherhood values and adhere to the Code of Ethical Behaviour in everyday work practices
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with Brotherhood policies and procedures.
- Participate in meetings and training as directed.

2. Service Delivery

- As identified in the client's 'My Plan', support and encourage them to develop or maintain their skills and to engage and maintain their support networks.
- Assist and facilitate clients to engage in community life by:
 - Providing social support according to their needs. This includes but is not limited to assisting with meals, participating in activities with the client, providing communication support to the client to interact with others etc.
 - Advocating for the client where appropriate

- As identified in the client's 'My Plan', prompting, supervising or providing full assistance with toileting, ambulating and transferring using appropriate manual handling aids.
- Under the direction and guidance of the relevant Program Coordinator, develop, organise, facilitate and evaluate integrated and non-integrated community based leisure/recreation activities for the clients while adhering to Activity Details and Procedures and their choice.
- Where applicable, assist with the delivery of evening, overnight and weekend respite as outlined in the work procedures or as instructed by the Enrolled Nurse.
- As directed, communicate with family members and/or carers regarding the client's specific needs.
- Liaise and work with the service providers in a professional manner to enable the client's participation in community, recreation and leisure opportunities. This includes assisting the Program Coordinator with community capacity building initiatives/activities.
- Transport clients to and from centres and community venues using own or Brotherhood vehicle as required and as agreed beforehand.
- As required, administer medication following the Medication policy
- Where applicable, ensure preparation and serving of meals is in line with food handling legislation and all program areas, including kitchen and bathrooms, are clean and tidy at all times.
- In consultation and as directed by the relevant Program Coordinator, implement various initiatives / activities to prevent or manage challenging behaviours.
- Respect privacy, independence, dignity and confidentiality in all actions and at all times, and adhere to Brotherhood's policies and procedures.

3. Communication and Administration

- As directed, develop and maintain positive lines of communication with other service providers, families, advocates and clients, presenting a professional image at all times.
- 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 Coordinator or delegate as required

4. Multi-Skilling

- The incumbent may be directed to carry out such duties as are within the level of the position and scope of the incumbent's competence and training as directed by the program coordinator.

ORGANISATIONAL RELATIONSHIPS

Internal Stakeholders Banksia staff and management

External Stakeholders Community Service Providers, Family Members and/or Carers

KEY SELECTION CRITERIA

Essential

- Relevant qualification such as Certificate III in Individual support or Aged Care or equivalent
- Experience/training in working with/assisting older people, people with disabilities and/or dementia demonstrating sensitivity to the needs of people from different economic and diverse backgrounds
- Proven ability to work independently and as an effective team member to achieve objectives
- Well developed interpersonal and communication skills with the ability to communicate effectively with a broad range of people across all levels both internally and externally
- Well-developed time management and organisational skills including the ability to plan workload, priorities and meet deadlines

- Demonstrated knowledge and competency in Microsoft Office Programs including Word, Excel and Outlook
- Current Victorian Drivers License and an ability to drive a mini bus.
- Understanding of and empathy with the values and ideals of the Brotherhood.

Desirable

- Experience in developing, organising, facilitating and evaluating inclusive community, recreation and leisure activities
- Hold a valid food handling certificate or willingness to obtain one within the first few months of employment
- Current Victorian Drivers License and an ability to drive a mini bus

MANDATORY EMPLOYMENT CRITERIA

- Specific work requirements include current Full Victorian Drivers Licence with the ability to drive a mini bus, weekend work, evening shifts, public holidays, work based travel, attendance at a variety of different work locations and related programs (including Banksia Services – Frankston and Carrum Downs).
- Use of own car may be required from time to time for work related travel should the pool car become unavailable. Travel costs will be reimbursed in line with the relevant policy. To drive BSL vehicles, upon request, relevant driver assessment(s) need to be undertaken and employee be deemed competent at all times.
- Proof of eligibility to work in Australia is required
- A satisfactory Police Check is required. The Brotherhood will facilitate this process
- 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
- A Disability Worker Exclusion Scheme Check is required for this position. The Brotherhood will facilitate this process

ACKNOWLEDGEMENT

I, **INSERT NAME**, have read and accept the Position Description as stated above. I acknowledge the description of the position is an outline and guide to the duties of the professional activities needed to undertake the position successfully. I understand that a review of the position description may occur and it may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.

Manager Signature

Date

Employee Signature

Date