

POSITION DESCRIPTION SUPPORT WORKER

Salary range:	Jubilee Community Care Workplace Agreement In Home Care Staff Level 2
Additional benefits:	Superannuation at 12% and salary sacrifice
Employment status:	PPT / Casual
Reports to:	Client Support Coordinator
Internal relationships:	Clients/representatives, Director, Client Support Manager, Activities Officer, Quality & Training Officer, Communications Officer, Events Organiser, Financial and Administration staff and Support Workers
External relationships:	General public

Purpose:

To provide assistance with a range of activities of daily living, including personal care, domestic assistance, social interaction, transport, shopping, respite and meal preparation.

Jubilee Community Care expects its staff and volunteers to interact with consumers in a kind, caring and respectful manner respecting the person's identity, culture and diversity.

Promote Jubilee Community Care values, vision, mission and goals through appropriate responsive service provision and advocacy.

New staff are required to undergo an induction process.

Staff are expected to be aware of, and embrace, the organisation's values, vision, mission and goals.

All staff are required to become familiar with, and abide by, the organisation's Code of Conduct.

All staff are required to attend staff meetings and participate in ongoing training and development.

Responsibilities

Client Services	<p>Deliver the care and support services to our clients as identified by their Coordinator, these include:</p> <ul style="list-style-type: none"> - <u>Personal Care</u> Showering and/or grooming male and female clients - <u>Light Domestic Assistance</u> Vacuuming, dusting, moping and ironing - <u>Food preparation</u> Preparing or assisting a client to prepare a meal - <u>Social Support</u> Companionship in spending time with a client - <u>Transport</u> Taking clients to/from appointments - <u>Respite</u> Looking after a client whilst their carer pursues their own interests - <u>Medications</u> Prompting and ensuring clients take their prescribed medications <p>Report any observed changes in client/carer status to the Coordinator responsible for the client.</p> <p>Ensure services are completed to a satisfactory level and on time.</p>
Administration	<p>Use the provided tablet in accordance with Jubilee Community Care policies & procedure & complete appropriate paper work related to service delivery within prescribed timescales.</p>
Communication	<p>Maintain client confidentiality and appropriate client/worker boundaries within the relationship.</p> <p>Attend staff meetings</p> <p>Participate in internal and external training to maintain and increase knowledge and skill level.</p>
Workplace health and safety (WH&S)	<p>Comply with all relevant legislation, WH&S policies and procedures and ensure safety in the workplace is upheld.</p> <p>Take steps to minimise risks, and report potential hazards, accidents and incidents to the Service Manager as soon as possible.</p> <p>Maintain safety of self and client/carer at all times.</p> <p>Report any hazards to your coordinator</p>

Selection Criteria

Essential

Current Queensland C Class Driver's Licence with access to a safe and reliable vehicle. and an Australia-wide Criminal History Police Check.

Desirable

Formal qualifications or relevant experience in Aged Care, Community Services or Disability would be an advantage and would be a current Senior First Aid Certificate.

Key selection criteria

1. Empathy with older persons and/or people with disabilities, and support for their dignity, privacy and independence.
2. Demonstrated experience of following procedures and working within prescribed timescales.
3. Good written and verbal communication skills.
4. Able to work independently and as part of an integrated team.