

Position Description		
<b>Job Details</b>		
<b>Position Title: Community Support Worker</b>		<b>Year: 2021</b>
<b>Department: Community Care</b>		
<b>Reports directly to:</b> Service Coordinator, Aged Care Services		<b>Direct Reports:</b> <ul style="list-style-type: none"> <li>NIL</li> </ul>
Background Information		
<b>Qualifications</b>	<i>Undergraduate</i>	
	<i>Postgraduate</i>	
	<i>Other</i>	Cert III Aged Care (AIN), equivalent or Higher
CatholicCare Western Sydney & The Blue Mountains Overview		
<p>CatholicCare Western Sydney and the Blue Mountains (CC) is a not-for-profit that aims to serve the community in the Catholic Diocese of Parramatta by overseeing the provision of high-quality social services operating according to the principles of Catholic Social Teaching. CC respects the dignity, worth, diversity, cultures and beliefs of all people and is renowned for its hands-on and practical approach to the service and pastoral care of people in this area.</p> <p>At CC, what inspires us most is hearing what really matters to our clients so we can support them to live with joy and purpose. CC provides various services for a range of clients from birth to the aged across the following programs providing them with resources, education and tools to overcome their challenges.</p> <ul style="list-style-type: none"> <li>Child Education Services</li> <li>Families, Counselling and Wellbeing</li> <li>Disability and Aged</li> <li>Homelessness</li> <li>Community &amp; Engagement</li> </ul> <p>As a not for profit, CC relies significantly on funding and community support to be able to continue to make a difference in the lives of people who need us.</p>		

## Working for CatholicCare Western Sydney & The Blue Mountains

Our highly trained staff support people at all stages of life to manage difficulties and rediscover strengths. We are a unifier, bringing together individuals and families with their community. This is what inspired us every day so all those in our community may live with joy and purpose.

With more than 200 employees and volunteers, CC employs a diverse range of staff across its many programs including counsellors, support workers and educators.

CC is an Equal Opportunity Employer. Compliance with child protection legislation is essential to all child-facing positions. CC is committed to safeguarding all children, young people and vulnerable adults and that all children, young people and vulnerable adults have an equal right to protection from abuse.

At CC we are committed to employing the very best people in the industry who have a genuine passion for working in the not for profit sector and have the right level of experience and knowledge.

## CatholicCare Western Sydney & The Blue Mountains Values

At CC, our values underpin everything we do and how we do it.

- **WE EMBRACE EVERY JOURNEY** with gratitude and love
  - **WE ARE AVAILABLE** with an open mind and heart
  - **WE BUILD TRUST** with integrity and respect
  - **WE ADVOCATE** with patience and passion
  - **WE PERSEVERE** with resilience and belief

## Role Purpose

To provide personal care, domestic assistance and social support enabling the aged and where applicable, their carers to remain independent in their own home and retaining positive connections with their local community.

## Responsibilities and Key Performance Indicators

- Employees will be responsible for managing time, planning and organising their own work and may be required to oversee and/or guide the work of a limited number of lower classified employees or volunteers.
- Provide transport and one on one support for clients to and from shopping and medical appointments and other activities if required.
- Provide Personal Care and Domestic Assistance services for Clients in their homes.
- Banking cash collected from clients on a weekly basis.
- Complete and submit client data collection, client reports and statistics in a timely manner.
- Attend professional development and meetings on an ongoing regular basis.
- Work within the Workplace Health and Safety (WHS) Policies and Procedures for Catholic Care Western Sydney and the Blue Mountains (CatholicCare).
- Ability to work within a team and independently and unsupervised when necessary.
- Respect the dignity, privacy and rights of those being visited and cared for.

- Support staff and volunteers within Catholic Care.
- Other reasonable duties as requested by the Service Coordinator, Aged Care Services.
- Promote a positive relationship between all staff involved in service provision.
- Follow relevant policies and procedures including safe work practices and take reasonable care of own and others health, safety and wellness.
- Work in partnership and consultation with Management for continuous quality improvement opportunities.
- Work collaboratively with other team members and teams on CC activities.
- Follow CC values, policies, procedures and statutory obligations.
- Actively foster a culture of continuous learning and improvement in the Disability & Aged Care team and more broadly within CC.

### Knowledge, skills, experience & compliance – Required to perform this role

- Ability to undertake the duties of the role in accordance with CC's Mission, Vision and Values; and its Code of Ethics and Conduct.
- Ability to negotiate with all stakeholders.
- Excellent and demonstrated customer service knowledge and skills, as well as organisational and administrative skills.
- Proficient in relevant computer applications, and data entry. As well as an ability to learn and adapt to new computer systems including competency in Microsoft Office and Government Portals.
- Strong phone, verbal and face to face communication skills along with active listening skills.
- Demonstrated knowledge and implementation of the Aged Care Standards.
- Ability to engage and adapt to different personality types in different external environments.
- Expected to carry out all duties in accordance with the Strategic Plans, Business Plans, Policies and Procedures of Catholic Care Social Services.
- Ability to problem solve and come up with solutions that benefit all stakeholders.
- Valid Working with Children Check.
- National Criminal History Check (obtained in the last 6 months) with no disclosable outcomes.
- Current C Class NSW driver's license or higher.
- Own reliable vehicle with fully comprehensive motor vehicle insurance.
- Conformance with the Combined Quality & Safety Management System (QSMS) and reporting of environmental and safety incidents.
- Reporting to management on the performance of the QSMS including environmental and safety initiatives and any need for improvement.

### Personal Attributes

- A strong commitment to connect with the aged, and where applicable, their carers through relationship building and personal development skills.
- A mature attitude combining reliability, patience and good listening skills.
- Good team member with excellent communication skills.
- Outcomes focused.
- Proactive and persistent.
- Collaborative and consultative.
- Values driven with strong personal and organisational values alignment.
- Positive attitude and commitment to tackling challenges.

Staff member's name (print):		Date:
Staff member's signature:		

Manager's name (print):		Date:
Manager's signature:		