

Role Profile

About us

For over 45 years, Intereach has been working throughout the Riverina Murray region of NSW and northern Victoria to strengthen and support communities and to improve the social and personal wellbeing of children, families, older people, carers and people with a disability.

Intereach is a leader amongst community organisations. Today, we span 38 local government areas and have more than 400 staff who deliver more than 30 programs.

At Intereach, we are committed to developing community infrastructure and supporting rural and regional communities. Our Vision of Strong Supported Communities is what drives us daily to ensure our local communities are at the heart of everything we do.

Our Purpose

- Strengthen and improve social and personal wellbeing for individuals, families and communities;
- Promote and facilitate access, equality and social justice; and
- Deliver services locally that are of quality and have value.

Our Values

- **LEADERSHIP** - We use our social influence to motivate others to reach their full potential.
- **PARTNERSHIPS** - We work collectively with others toward a common goal of positive social and cultural change.
- **SOCIAL JUSTICE** - We protect and promote human rights by recognising that all people are free and equal in dignity and rights.

Position Details

Position Title:	Community Support Worker Home Care
Department:	Aged Care Support
Function:	Service Delivery
Award:	Social Community Home Care & Disability Services 2010 Home Care (Level 4)
Reports to:	Program Manager Aged Care Support
Direct reports:	N/A
Purpose of the Position:	To provide a range of services and support to people over the age of 65 to strengthen their capacity with activities of daily living, social and community connections including respite care, domestic assistance, personal care and other social services

Key Responsibilities

(the following is not exhaustive and may include others as directed from time to time)

Operations

- Contribute to all aspects of operations for portfolio of responsibility in line with Program priorities
 - Delivery of the program in line with the Intereach strategic plan
 - Responsible for the achievement of KPI's to ensure the delivery of timely and accurate reporting
 - Establish and maintain effective and ongoing working relationships with key stakeholders
 - Represent and promote work of Intereach within the community
 - Foster a strength based and person-centred approach across the organisation
 - Ensure accuracy of data entry
 - Maintain accurate records in line with accounting standards and guidelines
 - Apply a re-enablement and wellness approach aimed at maximising independence by learning or re-learning the skills necessary for daily living and the confidence to live at home
 - Work within the rostered timeframes
 - Report regularly to managers regarding client progress
 - Report immediately any changes in a person's health and wellbeing
 - Implement a range of client supports as per individual service plan
 - Administrative tasks as required
 - Community Support Workers rostered to lead group activities will be required to develop group programs and undertake client documentation utilising the current client database and Microsoft work program
 - Community support workers may be assigned to support clients with a range of the following service types dependent on skills, experience and preference
- Personal Care
- Showering, bathing, dressing, toileting
 - Grooming
 - Eating/drinking assistance
- Domestic Assistance
- Provide in home cleaning tasks as required e.g. showers, baths, toilets, floors, stoves, fridges, changing bed linen, ironing, cobwebs etc.
- Respite Care/Social Support
- Provide active companionship and care to clients in home or community-based settings
 - Provide appropriate meals for clients when involved in all day to day respite, as per care plan

	<ul style="list-style-type: none"> • Perform care activities which would normally be given by the family or primary care giver • Encourage and assist the client to participate in social and recreational activities as agreed
Governance, Compliance and Quality Control	<ul style="list-style-type: none"> • Maintain a thorough understanding of and abide by Intereach Code of Conduct, frameworks and policies • Contribute towards policy development, implementation and compliance • Keep up-to-date and adhere to government legislation and industry standards, in relevant areas of responsibility • Identify and share feedback relating to improvements to operational processes and procedures to enhance program functions • Implement and monitor quality improvement and risk • Maintain confidentiality
People and Culture	<ul style="list-style-type: none"> • Support staff and/or students to perform their role well • Maintaining a positive organisational culture by demonstrating and promoting the qualities and behaviours of the Intereach Fundamentals • Contributing to a culture that ensures a safe working environment and promotes health and well being • Demonstrate Intereach fundamentals within own behaviour and embed across all aspects of the organisation
Financial	<ul style="list-style-type: none"> • Ensure all expenditure is consistent with delegations
Work, Health and Safety	<ul style="list-style-type: none"> • Responsibility to identify and mitigate organisational risk • Understand and comply with WH&S policies and procedures and legislative requirements • Contribute to the development, implementation and evaluation of risk management plans for relevant program

The Position Holder Specifications

The below information outlines the key behaviours, skills, experience and mandatory requirements required to successfully undertake the role.

Intereach Fundamentals

The Intereach Fundamentals is a framework of behavioural qualities, which when observed and demonstrated, define a level of competency in working behaviour. Within each of the qualities, the *behaviour observations* and *behaviour indicators* have been broadly defined at two different levels;

- Level 1 - The Individual Contributor; and
- Level 2 - The Manager

(refer to intranet for full framework and for further information on how the fundamentals work for Individual contributor and The Manager)

Fundamental Level for this position:	Level 1
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Qualities

Acting with Integrity	At Intereach we demonstrate integrity through personal and professional behaviour, which is person centred, open, honest and ethical, including being willing to act when these standards are compromised
Being Professional	At Intereach we demonstrate professional behaviour by taking responsibility for our own performance, at the same time considering the needs and priorities of others
Respect for Diversity	At Intereach we adopt a human rights approach and value an inclusive culture that respects diversity, people's difference and life experience
Intereach First	At Intereach we value collaboration and sharing information within and across programs and teams, to enhance our ability to engage with and understand our community, and to ensure we deliver better-quality services
Communicating Successfully	At Intereach, we communicate effectively using a strength-based approach to ensure we convey and share information and ideas with others, including clarifying our understanding and taking into consideration different viewpoints
Knowledge Sharing and Learning	At Intereach we develop skills, knowledge and practice by keeping abreast of changes within specific fields of focus and promote a knowledge of sharing and continuous learning culture

Selection Criteria

Essential	<ul style="list-style-type: none"> • Certificate III in Aged Care, Disability or Home and Community Care or equivalent • Experience or strong interest in working with frail aged people • Ability to work efficiently and effectively without direct supervision • Experience in providing personal care and high-quality domestic assistance
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	<ul style="list-style-type: none"> • Sound communication skills and high level of customer service • Demonstrated understanding of the needs of older people, carers and people with disabilities • Demonstrated ability to engage clients and work in partnership with them to achieve their goals utilising a re-enablement approach
Desirable	<ul style="list-style-type: none"> • Basic to intermediate Microsoft Office skills • Workplace hygiene • High level of hygiene and cleanliness practices • Safe manual handling

Mandatory Requirements and Checks

Essential	<ul style="list-style-type: none"> • Current driver's licence and motor vehicle (with comprehensive insurance cover) • Current Criminal Record Check (< than 6 months old) or willingness to undergo check • Current First Aid Certificate • Evidence of COVID vaccination or medical contraindication/exemption certificate
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Acknowledgement of receipt and understanding of the Role Profile

Name	
Signature	
Date	