



Employee Position Description

Position Details			
Position Title: Support Worker	Department: Community/Carer Support	Agreement: Victorian Stand Alone Community Health Services (Health and Allied Health Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022	
Reports To: Program Coordinator	Location: Richmond with the requirement to work across all sites, including home visits		
Direct Reports: NIL	Employment Status: Casual	Classification: Personal Care Worker Grade 2	
Position Primary Purpose			
<p>This position's primary role is to provide social support to people in a centre or in-home setting with a focus on wellbeing and restorative care. At times this role will be required to assist people with toileting, meal assistance, medication prompting and to access the community as outlined in the activities schedule and the client care plan. Centre based and in-home support could include taking clients out into the community. Agreed activities will be conducted within a person-centred framework where the needs of clients and their carers are paramount.</p> <p>The position will work with other support staff, the program coordinator and manager in the provision of programs and activities and will be required to document client support needs, strategies and interests in care plans and progress notes. Support Workers will also be required to report and document incidents within 24 hours and to follow other organisational and program specific policies and procedures related to the Commonwealth Home Support Program Guidelines.</p>			
Decision Making Authority	Key Relationships		
<p>Decisions made independent of Manager</p> <ul style="list-style-type: none"> Who will transport clients (out of the approved driver list). Who will complete cleaning and temperature testing of food. Who will run an activity in centre. Who will record hours of attendance. 	<p>Internal</p> <ul style="list-style-type: none"> Manager Carer Support Activity Leader Sessional Instructors Other Support Workers Manager on Duty Facilities Coordinator <p>External</p> <ul style="list-style-type: none"> Carers/Family members 		
<p><i>This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.</i></p>			
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Key Accountabilities	
Focus Areas	Responsibilities
Respite provision	Provide in-home and/or centre based respite to ensure that the program delivers on the service offered to the community.
Participant involvement in activities and outings.	Actively encourage, prompt and motivate participants to become involved in group activities of interest both in the centre and community as outlined in the activities schedule, or individually when supporting client's at home as outlined in their care plan. Promote the activities program to carers to ensure participants remain engaged in the program and are aware of the activities available.
Care Plans	Contribute to the completion of initial and annual care plan reviews to ensure clients are doing more for themselves (re-ablement) and care plans accurately reflect individual support needs, interests and preferences (well-being). To help ensure that individual client needs and preferences are met.
Feedback	Actively seek and document feedback from participants, their carers and other support workers to support continuous improvement of the program.
Client Needs	Understand the social support needs of the elderly, especially the needs of clients with dementia to ensure that individual client needs are met and their safety is maintained.
Organisational Policies, Procedures and specific work instructions.	Familiar with and follow all organisational policies and procedures and program specific work instructions to ensure that we meet program guidelines/funding requirements and participant and staff safety is maintained.
Documentation	<p>Communicate with the Team/Program Coordinator/Manager using the communication book for non-urgent queries and telephone messages. To assist with program delivery and minimizing non urgent interruptions.</p> <p>Regularly update and maintain documentation for client/s including progress notes, recording changes to their support needs, support strategies and interests. This will support staff understanding of participants and their needs and ensure that we are consistent in the way that our participants are supported. In addition it will ensure participant</p>

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	<p>expectations are met.</p> <p>Report immediately any missing/incorrect information in care plans, client snapshots, handover sheets, client evacuation sheets, the diary, food safety plan and daily food safety record to ensure documentation is accurate and kept up to date.</p> <p>Record client attendance in centre on a daily basis on Excel and TRAK for invoicing and reporting purposes.</p> <p>Record participant attendance in the red Evacuation Folder no later than 10.30am each day for evacuation purposes.</p> <p>Check emails at least weekly to keep up to date with program and organisation activities, meetings etc.</p> <p>Regularly read care plans, client snapshots, the diary, communication book and implement on all occasions to ensure we provide a consistent service to our participants.</p>
Food Safety	Follow the Food Safety Plan and safe food practices on a daily basis, including accurate recording of cleaning, preparation, storage and temperature testing of food and actions taken to eliminate risks to ensure we remain compliant with the requirements of a Class 1 Registered kitchen.
Office Phone	Answer the office phone, review messages left, take messages including the name, number and organisation the caller is calling from and provide the message to the Program Coordinator and/or Manager as relevant to ensure all queries are responded to in a timely manner.
Incidents and reporting of maintenance issues.	Report and record incidents within 24 hours on VHIMS to ensure a continuous, safe, responsive and efficient services. Advise the Program Coordinator of any maintenance, computer and car issues and/or report them directly to facilities and IT via Connect to ensure the fleet is well maintained and available to meet participants transport needs.
Meal Orders	Complete meal orders according to daily attendance in the centre when required to ensure dietary needs are met and that the correct number of meals are provided each day.
Centre based respite handover	Handover -when working in centre prepare and complete handover documentation, accurately update the diary with any changes, communicate changes to attendance and transport with other Support Workers and Volunteers. Discuss

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Key Accountabilities	
Focus Areas	Responsibilities
	relevant strategies, activities and outings for the day and file care plans, client snapshots and handover documents in relevant folders at the end of the day. To ensure the program runs smoothly.
Annual Performance Review	Participate in the annual performance review to ensure that you are clear about your responsibilities and you have the opportunity to discuss your ongoing development.
Meetings	Attend the Whole of Agency Meeting, program specific Planning Days, site and bi-monthly team meetings to ensure that you are kept up to date on the direction of the organization and program.
Timesheets	Complete online timesheets no later than 12pm on the Friday of the current pay period to ensure that you are paid in a timely manner.
Organisational Activities	Collaborate with the Manager, for any involvement in any organisational activities to ensure coverage of program needs are met.
Other duties	Undertake other duties as required to ensure that we continue to provide a service that participants want and need.
AccessHC Values	<ul style="list-style-type: none"> Through actions and behaviour, demonstrate AccessHC Values of; Equity, Collaboration, Integrity, Accountability, Innovation and Excellence.
Governance and Compliance	<ul style="list-style-type: none"> Act in accordance with AccessHC's policies, procedures and code of conduct. Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position. Participate in mandatory training requirements to support the delivery of a safe and effective service.
Workplace Health and Safety	<ul style="list-style-type: none"> Act in accordance with health and safety policies and procedures at all times. All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

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Selection Criteria	
<p>Standard selection criteria items</p> <ul style="list-style-type: none"> • Police Check • International Police Check (<i>if lived/work as in past 10 yrs</i>) • Working With Children Check • Australian Driver's Licence and a comprehensively insured vehicle to use for work purposes including transporting clients <p>Qualifications, registrations and experience</p> <ul style="list-style-type: none"> • Certificate III in Aged Care or equivalent • Minimum of 1 year experience in a Support Worker role within an aged, disability or community program. • Proficiency in Microsoft Office and relevant software applications 	<p>Key skills and attributes</p> <ul style="list-style-type: none"> • Strong communication and interpersonal skills - this means, clear verbal communication and good use of body language that can help the older person feel safe and secure • Demonstrated ability to relate to people from a diverse range of social, cultural and ethnic backgrounds • Ability to understand the different approaches in communication and support to people who have a diagnosis of dementia, or other special needs • Commitment to continuous quality improvement and health promotion principles • Ability to undertake personal care tasks such as meal assist, medication prompting, assistance with hygiene and continence management, supervision to mobilise • Ability to access, read, implement and contribute to the evaluation of care plans as delegated and within the scope of Certificate 3 in Aged Care or equivalent competencies • Effective time management and prioritisation skills • High level of cultural sensitivity and awareness • Demonstrated ability to work in a team environment with a mature approach to resolving problems and conflict, and contribution to shared decision-making • Demonstrated behaviours consistent with AccessHC values
<p><i>AccessHC is a Child Safe Organisation.</i></p> <p><i>AccessHC actively supports an inclusive culture and celebrates its diversity. We encourage applications from people with disabilities, diverse genders and sexualities, Aboriginal peoples and people from a culturally and/or linguistically diverse background.</i></p>	

Authorisations	
<p>Employee Name:</p> <p>Signature: _____</p>	<p>Manager Name:</p> <p>Signature: _____</p>

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Authorisations	
Date: / /	Date: / /

Other responsibility areas (all staff)	<i>Quality and Risk Management</i> Develop and maintain a sound knowledge of and commitment to AccessHC policies and procedures.
	<i>Occupational Health and Safety</i> Ensure that work and services are provided in a safe manner at all times by regularly reviewing practices and environment and by participating in Health and Safety training as required.
	<i>Professional Development</i> Actively participate in relevant continuing professional development as required.
	<i>Annual Planning</i> Actively contribute to the annual planning cycle.
	<i>Standard of Conduct</i> To abide by the policies and procedures of IECHS applicable to the maintenance of good order and conduct. To maintain a harmonious and courteous attitude towards clients, the public and other staff.

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