

## Position Description – Community Support Worker

Position title:	Community Support Worker	Date of Creation	21/3/2023
Position Reports to:	Community Services Manager	Authorised by:	Chief Operations Officer
Position Responsible for:	NA	FTE / Hours	Casual

### VISION, PURPOSE & VALUES:

**Our Vision:**

Where every door leads to wellbeing.

**Our Purpose:**

Strengthening our communities' health & wellbeing by delivering innovative, quality health & community services.

**Our Values:**

Our values provide the Board, Executives and staff with a touchstone against which individual, team and organisational attitudes, behaviours and work practices can be aligned and measured:

**Teamwork** - We are always looking to help each other and are happy to do so, as together, we achieve more.

**Respect** - We will be kind, non-judgemental, and respect others.

**Encouragement** - We appreciate, value and acknowledge our colleagues' and clients' contributions and efforts.

**Honesty** - Honesty is measured by our conduct, not our words.

**Stewardship** - We are committed to sustainably supporting the long-term improvement of our community's health and wellbeing, wherever they may be.

### ROLE POSITION PURPOSE & CONTEXT:

The incumbent of this position

- provides consumer-centred care to elderly recipients of support at home services in accordance with Aged Care Standards
- provides the supports required and as needed by the consumer with respect for individuality, choice, privacy and dignity
- practices within an agreed scope of work and with limited supervision
- is a member of a team and is required to effectively communicate with others to ensure consistency and continuity of care
- uses observation, interpersonal, written communication, technological and time management skills
- contributes to continuous improvement by identifying risks or opportunity for improvement
- works in accordance with Corumbene's values, policies and procedures

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<b>KEY RELATIONSHIPS</b> <b>Internal:</b> Corumbene staff, consumers/representatives <b>External:</b> Consumers, their representative (relatives, advocates)		<b>LIMITS OF AUTHORITY</b> <ul style="list-style-type: none"> <li>This position has no authority to commit financial resources.</li> <li>The employee is expected to exercise discretion within their scope of work</li> </ul>	
<b>REQUIREMENTS / SELECTION CRITERIA</b>			
<b>Essential Requirements</b> <ol style="list-style-type: none"> <li>Certificate III in Home and Community Care or Certificate III in Aged Care</li> <li>Current Working with Vulnerable People card</li> <li>Preparedness to work within the Mission, Vision and Values of Corumbene</li> <li>Genuine interest and commitment to the wellbeing of the elderly, including an ability to empathise and understand their needs</li> <li>Current National Police Certificate that satisfies the requirements of the Aged Care Act</li> <li>Understanding of the National Aged Care Quality Standards</li> </ol>		<b>Certification</b> <ol style="list-style-type: none"> <li>Current Drivers Licence</li> <li>Roadworthy vehicle with comprehensive insurance cover</li> <li>Smart phone and service plan</li> <li>Senior First Aid Certificate including CPR</li> <li>Current knowledge of Work Health and Safety responsibilities, including chemical safety and infection control principles</li> </ol>	
		<b>Desirable Requirements</b> <ol style="list-style-type: none"> <li>Experience working in the aged care sector</li> </ol>	
KEY RESULT AREAS	PRINCIPLE ACTIVITIES	EXPECTED OUTCOMES	STANDARDS OF BEHAVIOUR
Consumer Centred Care	<ul style="list-style-type: none"> <li>Delivers care as delegated by the Home Care Program Coordinator and Case Manager and in accordance with the client's individualised care plan and ensuring client privacy and dignity at all times</li> <li>Gather information to pass on to the Case Manager to contribute to the client's care plan</li> </ul>	<ul style="list-style-type: none"> <li>Provides assistance according to needs and wishes of the client</li> <li>Enables and encourages client to perform tasks as documented on the care plan</li> <li>Evidence of client satisfaction with the level of personal care delivered</li> <li>Evidence of recognising changes in status of clients and obtaining appropriate assistance</li> </ul>	<ul style="list-style-type: none"> <li>Encourages clients to maintain their independence</li> <li>Consults clients about their wishes and respects their right to be different</li> <li>Delivers appropriate personal and emotional care to clients</li> <li>Personal interaction with clients/relatives is respectful and professional at all times</li> <li>Works collaboratively with others in the best interests of the client's needs</li> </ul>

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	<ul style="list-style-type: none"> <li>• Observes and reports to the Case Manager any changes in the client’s condition or behaviour</li> <li>• Assist client to perform tasks associated with maintaining their personal independence.</li> <li>• Encourage the motivation of the client to participate in social, physical and spiritual activities.</li> <li>• Provide support to facilitate independence and lifestyle.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of assistance with celebrations and special events for clients</li> <li>• Client satisfaction</li> <li>• Evidence of informed choice by clients</li> <li>• Evidence of maintenance of independence</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages clients to maintain their independence</li> <li>• Supports clients to participate in activities</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Maintain client and organisational confidentiality at all times</li> <li>• Have respect empathy and understanding for clients and their families and or other members of staff.</li> <li>• Communicates cooperatively and effectively, with other staff as a member of a team committed to ensure continuity of care and quality care service outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>• Completes documentation to the required standards</li> <li>• Provides all required information verbally or in writing as appropriate</li> <li>• Follows Corumbene’s policies and procedures</li> <li>• Demonstrates constructive approach to issues.</li> <li>• Active participation at staff meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• Interacts with clients and others in a friendly, open and enthusiastic manner</li> <li>• Treats clients and staff courteously and with respect, honouring all undertakings with them</li> <li>• Works constructively with others despite differences in style, perspectives etc</li> <li>• Plans workload with Home Care Program Coordinator, Case Manager and Community team members to achieve best outcome for the client.</li> </ul>
Organisation & Administration	<ul style="list-style-type: none"> <li>• Plan and establish priorities for client care delivery and to make the most effective use of working time</li> <li>• Use all equipment and supplies appropriately to complete duties effectively and economically, to minimise wastage and/or abuse</li> </ul>	<ul style="list-style-type: none"> <li>• Care provision is timely and appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Arrives punctually and ‘work ready’ for each shift</li> <li>• Has good time management</li> <li>• Focuses on allocated duties</li> <li>• Follows policies and procedures</li> <li>• Offers suggestions and supports efforts of others to improve standards</li> <li>• Willingly trials new innovations</li> <li>• Is willing to be part of problem solving</li> </ul>

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			<ul style="list-style-type: none"> <li>• Advises supervisor of opportunities for cost savings</li> <li>• Attends and participates in staff meetings</li> <li>• Completes staff surveys on request</li> </ul>
Work place health & Safety	<ul style="list-style-type: none"> <li>• Maintain a safe environment for all clients and staff</li> <li>• Report and document incidents and accidents, in accordance with the policies of Corumbene</li> <li>• Participate in the Workplace Health and Safety Committee as required.</li> <li>• Ensure personal work practices comply with the Work Health and Safety policies and procedures and your responsibility as designated in the Work Health and Safety Act 2012</li> </ul>	<ul style="list-style-type: none"> <li>• Responds and reports on situations of risk or potential risk</li> <li>• Complies with Corumbene safety policies and procedures</li> <li>• Complies with Infection Control standards, policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Follows manual handling directives.</li> <li>• Follows hand hygiene and other infection control measures</li> <li>• Risk assessments evident in practice.</li> </ul>
Education	<ul style="list-style-type: none"> <li>• Attends and completes relevant training courses and educational sessions including in service training as part of the staff development program.</li> <li>• Contributes to the maintenance of quality standards of client care by ensuring that work performances practices comply with all relevant legislation, statutory regulations and best practice standards.</li> <li>• Contributes ideas for content of in-service education programs.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of participation at training sessions/seminars.</li> <li>• Evidence of continuing relevant self-education.</li> </ul>	<ul style="list-style-type: none"> <li>• Attends and completes nonessential as well as essential training</li> <li>• Undertakes training additional to that organised by Corumbene</li> <li>• Approaches problems as opportunities for improvement</li> <li>• Shares knowledge and supports colleagues, especially new staff</li> </ul>

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**Approval and Acceptance:**

Employee Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Human Resources: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_