

POSITION DESCRIPTION

POSITION	COMMUNITY SUPPORT WORKER
SERVICE	AGED & DISABILITY SERVICES

DIMENSIONS

LOCATION	WITHIN THE CATHOLIC DIOCESE OF WOLLONGONG
DIRECTLY ACCOUNTABLE TO	TEAM LEADER – SUPPORT WORKER
DIRECT REPORTS	NIL
REQUIRED PRE-EMPLOYMENT CHECKS	NATIONAL CRIMINAL HISTORY RECORD CHECK, WORKING WITH CHILDREN CHECK & NDIS WORKER CHECK

MISSION, VALUES & VISSION

We seek to bring joy to those we serve by enabling growth, healing, and hope. Our employees ascribe to the shared values of Dignity, Integrity, Compassion and Equity to fulfil our vision of living together in thriving communities where the human dignity of all is respected and valued.

Our employment practices require all employees and volunteers to embrace and inspire others to promote the mission, vision and shared values of CatholicCare in the Diocese of Wollongong.

STRATEGIC PLAN

We respond to the needs of those we serve and our changing environment by organising our efforts around priorities detailed in our Strategic Plan.

PROGRAM AIM

Our Aged and Disability Services Team assists participants to achieve their goals of enhanced independence and meaningful local community connections. The overall aim of Aged and Disability Services is to empower people to live a full life in line with their physical, emotional, social and cultural needs and to support participants to remain living independently in their own home and be connected to their communities.

POSITION PURPOSE

The Community Support Worker is a key frontline operational role responsible for providing direct care services to CatholicCare participants with a disability and/or who are aging. Our Community Support Workers promote participant choice, independence, empowerment and community inclusion. This is fulfilled through personal care, domestic assistance, medication support, respite and social support. Community Support Workers support participant health and wellbeing through tailored strategies based on individual needs.

POSITION REQUIREMENT

Qualifications

- Certificate III level qualification in a relevant field (eg Individual Support, Community Services, Aged, Disability, Assistant in Nursing, Enrolled Nurse) or working towards obtaining qualification
- NDIS Worker Check
- Criminal History Check
- Working with Children's Check (employee)
- Current First Aid Certificate

License/Equipment

- Driver's Licence
- Reliable registered and insured vehicle

Availability

- Willingness and availability to work flexible hours (between 7am and 7pm)
- Willingness and availability to work at least 3 days per week
- Willingness and availability to work on weekends

Physical Requirements

- Frequent manual handling up to 16kg
- Frequent bending at knees and/ or hips
- Kneeling
- High grip strength (above 15kg / 50%)
- Good cardiovascular fitness
- Standing for long periods
- Ability to reach overhead
- Ability to reach below knee height
- Ability to reach forward
- Sitting for long periods
- Bilateral lift 10kg
- Unilateral carry 10kg
- Frequent pushing / pulling
- Driving for more than 1 hour

KEY ROLES AND RESPONSIBILITIES

GENERAL

- Commitment to and a willingness and ability to promote and apply the mission and values of CatholicCare, our strategic plan, policies and procedures and funding bodies' contractual obligations.
- Adherence to agency policies and procedures including client confidentiality protocols.
- Practice and promote an organisational culture that supports excellence in service delivery to people accessing CatholicCare's services.
- Apply work practices and behaviours that comply with CatholicCare's Code of Conduct, Framework for Practice and Policies and Procedures.
- Carry out responsibilities under the Work, Health & Safety Act 2011. Be responsible for the health and safety of yourself and others in the workplace. Report any incidents or workplace hazards in accordance with CatholicCare's incident reporting system.
- Actively promote CatholicCare as a service provider and employer of choice.
- Meet Key Performance Indicators (KPI's) as set by CatholicCare.
- Provide stewardship over allocation of CatholicCare resources effectively, economically and efficiently.
- Undertake other duties and responsibilities as requested by CatholicCare from time to time.
- Ensure that all performance, compliance and contractual requirements to provide quality practices that support the safety and well-being of children and young people is maintained

PROGRAM SPECIFIC

Client Focus

- Engage professionally with CatholicCare participants to support their individual needs.
- Maintain a person-centred approach throughout service delivery, which promotes empowerment and choice for participants.
- Support participants to achieve their individual goals.
- Take reasonable care to ensure the safety of participants at all times.

Implementation

- Maintain knowledge and implement best practice standards.
- Support the maintenance and/or development of participant independent living skills.
- Assist individuals in personal care and grooming tasks.
- Assist with light cleaning and general housework.
- Prepare meals that adhere to special dietary considerations as required.
- Support accurate medication administration as prescribed by a medical professional.
- Provide social support and respite within the participant's home and community.

Monitoring and Reporting

- Participate in the monitoring, documentation and review of participant health, wellbeing, behaviour and support needs.
- Ensure support provided is documented according to CatholicCare policy and procedure.
- Report any significant participant changes and issues.

SELECTION CRITERIA

Essential skills, knowledge and experience:

Experience

- Demonstrated experience in assistance with personal care needs, household cleaning, shopping and other daily living activities to enable individuals to live safe and satisfying lives in their own homes
- Genuine desire to provide quality care for people with a disability and/or who are ageing
- Demonstrated ability to follow documentation and reporting procedures to ensure individual's health and wellbeing

Skills

- Certificate III in Individual Support, Aged Care, Disability or equivalent - completed or working towards.
- Commitment to promote and apply the mission & values of CatholicCare
- Effective communication skills to work with participants and relevant stakeholders
- Demonstrated ability to reflect on work performance and accept feedback from others for improved service delivery
- NDIS Worker Check
- Drivers licence and reliable insured vehicle
- Criminal History Check
- Working with Children's Check (employee)
- Current First Aid certificate

POSITION DESCRIPTION

- WH&SP 5.1 Infection Prevention, Control and Vaccination
- Desirable
- Fluent in a language other than English.
 - Demonstrated experience working with people from CALD backgrounds.
 - Demonstrated experience working with people with complex needs.

Nil

Date of Last Review: 14 November 2022

