

## Position Description (Home Care Level 2)

**Our Mission:** To share in the healing ministry of Jesus by providing professional community services to enhance the wellbeing of individuals and families.

<b>POSITION TITLE</b>	Support Worker
<b>SALARY SCALE</b>	Social, Community, Home Care and Disability Services Industry Award 2010 Home Care Employees Level 2
<b>EMPLOYEE NAME</b>	
<b>HOURS PER FORTNIGHT</b>	X hours per fortnight
<b>LOCATION</b>	Bundaberg
<b>RESPONSIBLE TO</b>	Service Coordinator OR Community Care Coordinator (Bundaberg)
<b>APPROVAL DETAILS</b>	Robert Sims <b>Role:</b> Director <b>Date:</b> 17 <sup>th</sup> June 2020

### PRIMARY OBJECTIVES

The Support Worker provides in home services and community access services in accordance with relevant organisational procedures, funding guidelines and standards to support clients to achieve their goals whilst maintaining their independence and wellbeing as detailed in their individual care plan.

### THE POSITION AND COMMUNITY CARE SERVICE PROGRAM

As a member of the Community Care Service Team staff are responsible for providing a range of services to:

- Eligible clients living in the community who would be at risk of premature or inappropriate long term residential care;
- Older frail people or younger people with mild to moderate disabilities;
- The unpaid carers of participants within the program.

This position holds opportunities for job diversity as appropriately trained or qualified staff may work across a range of funded programs or undertake project work.

### SPECIALIST KNOWLEDGE AND SKILLS

**A position in this level has the following characteristics:**

- Indicative but not exclusive tasks include: the provision of personal care, supervising daily hygiene, laying out clothes and assisting in dressing, make beds, tidy rooms, preparation and cooking of meals and assistance with meals, perform gardening duties, undertake basic repairs, clean, fitting and removal of aids and appliances, monitoring medications, fitting and changing of catheters, assistance with communication, accompanying clients on outings, domestics assistance and organising appointments;
- Deliver culturally appropriate services;
- Demonstrate preparedness and capacity to work effectively and appropriately with teams;
- Actively work towards the CentacareCQ mission and within its values framework;
- Other duties and responsibilities from time to time that you are competent and trained to do.

## JUDGMENT AND DECISION-MAKING

In these positions, the nature of the work is clearly defined with established procedures well understood or clearly documented. Employees in this level are called upon to use some originality in approach with solutions usually attributable to application of previously encountered procedures and practices.

## ACCOUNTABILITY AND EXTENT OF AUTHORITY

An employee in this level performs broad tasks involving the utilisation of a range of developed skills in the provision of domestic assistance and support. Work performed falls within general guidelines but with scope to exercise discretion in the application of established practices and procedures. May assist others in the supervision of work of the same or lower level and is responsible for assuring the quality of work performed.

## SIGNING AUTHORITY

<b>Capital Expenditure</b>	\$0.00	<b>Recurrent Expenditure</b> Please refer to <a href="#">BU 20D_Purchase Signing Authority</a>	\$0.00
<b>Approve Overtime</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>Approve Timesheet</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Approve Leave</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>Approve TOIL</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Change Employment Conditions for Line Managed Staff</b> (increment increases, change in hours, etc)			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

## QUALIFICATIONS, KNOWLEDGE, SKILLS AND EXPERIENCE

### The following is needed to perform work at this level:

- As a minimum an employee in this level will have satisfactorily completed the requirements of level 1 or equivalent. Indicative but not exclusive of the qualifications required in this level include Home Care Certificate or equivalent; or relevant experience/on-the-job training commensurate with the requirements of work in this level.

### Prerequisites

- Interpersonal skills:** Positions in this level require oral communication skills and where appropriate written skills, with clients, members of the public and other employees.
- Current C class driver's license (QLD); AND
- Ability to obtain and maintain relevant security clearances (Positive Notice Blue Card, Satisfactory Police Check).

## DUTIES OF THE ROLE

### **Mission, Vision & Values**

- Support a positive culture within the Organisation in line with CentacareCQ mission, vision and values;
- Participate actively in formation activities.

### **Client and Services**

- Provide a range of services to clients as per client care plans and rosters, in line with CentacareCQ policy and procedures.

### **Documentation & Communication**

- Complete a range of documentation as per Organisational procedures.

### **Workplace Health and Safety**

- Follow all relevant Organisational policies and procedures in regards to Work place health and safety;
- Use personal protective equipment (PPE) supplied by CentacareCQ ;
- Report hazard and incidents and report as per procedures ;
- Assess risk in the workplace and notify line manager of any risks immediately.

### **Other Responsibilities**

- Participate in regular line management and participate in all mandatory training and completed program competencies as required;
- Undertake professional development;
- Comply with CentacareCQ's policies and procedures
- Work flexible hours including weekend and public holidays to perform the duties of the role

## SIGNATURES

\_\_\_\_\_  
*Employee*

\_\_\_\_\_  
*Line Manager*

\_\_\_\_\_  
*Date*

## EMPLOYEE ROLE GUIDELINES (KPI)

Key Performance Indicators (KPI) must be consistent with the Duties of the Role. The number of KPI will vary with each position.

KEY PERFORMANCE INDICATOR	TARGET	ACCEPTABLE
<b>KPI 1 Mission, Vision &amp; Values</b>		
Documented attendance at formation activities each year e.g. Attendance at the CentacareCQ Annual Conference	Documented attendance at formation activities at least once per year	Documented attendance at formation activities at least once per year
<b>KPI 2 Day to Day Operations</b>		
Provide direct client services as per procedures.	Provide direct client services as per procedures.	Provide direct client services as per procedures.
Ensure data entry is completed within Organisation and funding guidelines timeframes	100% of data is entered within 24 hours following client sessions	100% of data is entered within 48 hours following client sessions
<b>KPI 3 Communication</b>		
Participate and contribute to program team meetings.	10 Program Team meetings per year	8 Program Team Meetings per year
<b>KPI 4 Staff Development</b>		
Participate in relevant professional development, professional supervision and line management.	Participate in 8 line management sessions per year and ensure all relevant qualifications are maintained to perform the duties of the role	Participate in 6 line management sessions per year and ensure all relevant qualifications are maintained to perform the duties of the role
Complete personal program competencies and mandatory training as per Organisational procedures	Complete competencies and mandatory training as outlined in Organizational procedures	Complete competencies and mandatory training as outlined in Organizational procedures

## COMPETENCY CHECKLIST

### PURPOSE OF ASSESSMENT:

To ensure staff are competent to carry out the duties of the role as listed in the position description by demonstrating correct working knowledge and work methods for the competencies. Staff must be evaluated as competent within the probation period. Where applicable, evidence must be provided.

Heading	Competency <i>Mark critical competencies with an *</i>
Mission & Values	1. <b>Demonstrate the ability to work ethically and within CentacareCQ's Mission and framework.</b> <i>Observations, concerns, previous experience noted</i>
Client engagement	2. <b>Demonstrated ability to work with diverse client needs (including difficult behaviours).</b> <i>Observations, concerns, previous experience noted.</i>
	3. <b>The capacity to build relationships with clients through trust, rapport and effective communication and work with them towards achieving a valued role within the community.</b> <i>Observations, concerns, previous experience noted.</i>
	4. <b>The capacity to ensure individual clients personal needs are met with follow through with the client advocate, guardian or family as needed.</b> <i>Observations, concerns, previous experience noted</i>
Professional Conduct	5. <b>Demonstrated time management skills and the ability to complete tasks in designated timeframes (as per roster).</b> <i>Observations, concerns, previous experience noted</i>
	6. <b>Appropriate assessment and reporting of safety concerns - Family &amp; Domestic Violence, Child Abuse, Self Harm, harm to others, elder abuse, exploitation, neglect and client deterioration in health or wellbeing.</b> <i>Observations, concerns, previous experience noted.</i>
	7. <b>The ability to conduct oneself appropriately and demonstrate appropriate use of line management, self care, self awareness, boundary setting and stress management skills.</b> <i>Observations, concerns, previous experience noted.</i>
	8. <b>Demonstrate the ability to work effectively in a team and constructively manage conflict.</b> <i>Observations, concerns, previous experience noted.</i>
	9. <b>Demonstrate a sound level of written and verbal communication, including use of relevant Organisational systems e.g. Riskman).</b> <i>Observations, concerns, previous experience noted</i>