

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Personal Support Worker</b>
<b>Business Unit:</b>	Individual Supports
<b>Business Division:</b>	Residential & Individual Supports
<b>Reports To:</b>	Operations Manager
<b>Classification:</b>	Victorian Disability Services Agreement. Level 2.
<b>Date Prepared/Updated:</b>	4 August 2021

### About genU

genU is short for Generation You. Because whatever generation you belong to, whether you're young, old, or somewhere in between, what unites us is the belief that neither disability nor ageing are disadvantages to be endured but challenges to be met boldly, achievements to be had and adventures in the making. Our mission is to enable each person we support to live the life they choose.

## OUR VALUES



### Business Unit Overview

genU Residential and Individual Supports (RIS) is a division of genU which provides a range of services and supports to people who are retiring, for people who have a disability and people who are aging. genU Residential and Living includes Costa House Residential Aged Care (RAC), Shared and Respite Living, Supported Residential Services (SRS), Retirement Living, Social Housing and all in home and other individual supports for clients of genU. genU are a registered aged care, retirement living and disability provider supplying services throughout Australia.

### Position Purpose

The core purpose of the position of Personal Support Worker is to assist clients in undertaking a range of activities of daily living including personal and self-care, food

preparation, eating, dressing and maintenance of personal hygiene, domestic duties and other tasks as directed.

### Key Accountabilities of Role

- Undertake the support role with respect and acknowledgement of the person's abilities and strengths.
- Provide clients with opportunities for personal growth and skill development in line with Support Plans and directions from the coordination team
- Be reliable, punctual and act professionally at all times.
- Undertake the personal support role with respect and acknowledgement of the client's abilities and strengths
- Perform personal support work with professional integrity and ensure privacy and confidentiality of client information
- Working with clients that display various behaviours of concern.
- Appropriate and regular communication with Workforce Team and other office based staff.
- Other duties as directed by Workforce Team
- Adhere to clients' support plan, duty statement and specific health support information
- Use active support model and the strength based approach in providing support and services
- Successful, accurate and timely completion of administration as directed
- Exhibits characteristics of reliability, punctuality and professionalism in all work related tasks
- Actively listens to colleagues and clients and responds promptly to their needs
- Actively contributes to team goals through cooperation
- Respect individual needs and choices
- Accepts personal responsibility for accurate completion of work and seeks help when required
- Works within agreed priorities for clients and works independently
- Self-motivated to get things done and works to agreed outcomes
- Enthusiastically accepts tasks and initiates actions
- Report any concerns regarding client welfare & wellbeing

### Key Working Relationships:

#### Internal:

Other Support Workers  
Senior Individual Support Organisers  
Individual Support Organisers  
Rostering Teams  
Workforce Team  
Operations Managers

#### External:

Clients, families & other key contacts  
Medical professionals  
Allied health professionals  
General Public

#### Member of:

Residential & Individual Supports

<b>Key Selection Criteria &amp; Qualifications:</b>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Cert IV in Mental Health</li> <li>• Cert III in Aged Care, HACC/Community Services or Individual Support</li> <li>• Cert III Individual Support/Community Service/Cert IV in Disability</li> </ul> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Previous experience in the provision of support services to people who are ageing, have a disability or mental illness</li> <li>• A current driver's licence, comprehensive insurance and a reliable registered motor vehicle</li> <li>• Basic computer skills (or willingness to learn)</li> <li>• Mobile phone</li> <li>• A current Working with Children Check</li> <li>• A medical check stating capacity to function in the required role (if successful you will be required to undertake a pre-employment medical assessment)</li> <li>• Excellent communications skills, verbal and written</li> <li>• Fulfils inherent requirements of position as described above, including: physical requirements, role challenges and essential requirements</li> <li>• NDIS Screening Workers Check</li> <li>• NDIS Worker Orientation Module Certificate of Completion</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Experience in working with people with specific health needs e.g. dementia, Autism, Epilepsy, Diabetes, mental illness</li> <li>• Experience in working with Indigenous Australians and people from culturally and linguistically diverse backgrounds</li> <li>• Problem solving skills and initiative</li> </ul>
<b>Cultural Fit:</b>	<p>In addition to the selection criteria outlined above, the successful applicant must be able to demonstrate they are committed to the genU Vision, Mission and Values and will bring a collegial approach to the genU workforce and incorporate these values and behaviours.</p> <p>genU values diversity and encourages applications from Aboriginal and Torres Strait Islanders, people with disabilities and from culturally and linguistically diverse backgrounds. genU is committed to making reasonable adjustments where operationally viable.</p>



**General Information:**

Employment terms and conditions are provided according to relevant award/agreement.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role.

It is not intended to be an exhaustive list of all responsibilities, duties and skills required. genU reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.

genU recognises the increased importance of workplace flexibility and will reasonably consider requests for flexibility to balancing work, life, and family needs.