

POSITION DESCRIPTION

Position Title:	Senior Residential Support Worker
Business Unit:	Shared & Respite Living
Business Division:	Residential & Individual Supports
Reports To:	Operations Manager
Classification:	Victorian Disability Services (NGO) Agreement 2019. Level 3
Date Prepared/Updated:	6 May 2022

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 Senior Residential Support Worker is to provide inspirational leadership and support to our supported accommodation sites (smaller group homes and apartment living) and ensuring an empowering and enabling environment for

people with disabilities, whilst maximising opportunities for the attainment of personal goals and lifestyles that are values by the wider community.

Senior Residential Support Workers will work within a variety of teams, as well as work independently to support clients. This position will require design and delivery of innovative person-centred supports, promoting a home like environment that enhances the welling of people with disabilities and maintains and fosters independence.

The core purposes of the position of Senior Residential Support worker are to:

1. Support and coordinate support for people with disabilities
2. Undertake and coordinate the development and implementation of individual and specific health plans
3. Assist with daily operational site requirements
4. Provide clients with opportunities for personal growth and skill development
5. Implement a partnership in care approach to enable optimal health and well-being to be achieved, including the active involvement of people with disabilities, their families and referrers in the identification of health care needs and the training of staff around individual needs and preferences. Maintain assessments and documentation of client's progress
6. Review and accurately maintain all resident care/support plans in conjunction with all stakeholders, residents, families and other service providers to ensure health care needs of residents are achieved.
7. Assist residents in undertaking a range of activities of daily living including medication, personal and self-care; food preparation and mealtime assistance; dressing and maintenance of personal hygiene
8. Perform personal support work with professional integrity and ensure the privacy and confidentiality of client information
9. Effectively document changes and updates to health and support needs & communicate this to families
10. Leading a team with a PCAS approach to achieve the goals and meet the support needs of each resident.
11. Respond and action complaints and feedback from residents, families, and stake holders, in conjunction with Operations Manager.
12. Ensure appropriate support and guidance to teams including performance management.

Key Accountabilities of Role

- Delivery of high-quality support to residents
- Building of productive relationships with key stakeholders such as residents, families, community services and other service providers
- Undertake medication administration and personal care duties with strict adherence to procedure and PCP all the time
- Evidence of person centred, and active support approaches being utilized when providing staff with direction for resident services
- Undertake duties to ensure daily running of the site is organized and meeting the needs of support staff and participants. Duties may include completion of support documents and individual plans, conducting client meetings and staff meetings, coaching and mentoring staff, goals reviews etc with the support of Operations Manager.
- Undertake and coordinate the development of effective Person Centred Plans that are tailored to the individual needs of clients.

- Undertake and coordinate the development and review of relevant specific health plans including; behavior support plans, epilepsy management plans and eating and drinking plans.
- Mentor and coach new employees as directed and required including staff catch ups, supervision and annual appraisals, in conjunction with Operations Manager.
- Effectively communicate & liaise relevant information to management, staff, program members, families and carers and attempt to resolve any issues raised demonstrating empathy and responsibility.
- Communicate information regarding participant planning and behaviour management strategies as required.
- Support residential support workers to prepare and review each participant's individual plan. To be developed within specified timelines.
- Operate a variety of disability care equipment.
- Plan, conduct and review activities designed to increase social and community participation for people with disabilities

Administration

- Maintain appropriate documentation and records in the Carelink database.
- Maintain, update and review documents and files including file notes.
- Accurate clients and administrative documentation maintained and communicated to relevant stakeholders
- Ensure accurate record maintenance including attendance, WHS and Incident reporting
- Develop and maintain current information for all residents/participants.
- Other documentation and report writing as required

General

- Display high level of personal integrity, confidentiality and professionalism when representing genU
- Adherence to all genU policies and procedures to ensure a safe environment for residents and all staff
- Assist the department to achieve accreditation for Disability Services by ensuring all participant files are maintained in line with the required policies and procedures. Participating in internal audits to ensure quality of service provision.
- Develop and maintain necessary skills to deliver high quality person centred individualised outcomes for residents. Undertake professional development as directed
- Other reasonable tasks as directed from time to time (genU will engage in a discussion with you regarding any alternate tasks you may be asked to undertake).

Key Working Relationships:

Internal:

Operations Managers
Support Coordinators
Residential Support Workers
Participants

External:

Community Organisations

	Member of: Residential & Individual Supports
Key Selection Criteria & Qualifications:	Essential: <ul style="list-style-type: none"> • Certificate IV in Community Services (Disability) or equivalent • First Aid Level II • Previous experience in the disability sector or a related sector including knowledge of providing client choice and self-directed supports • Effective leadership skills • Positive interpersonal and computer skills including promoting effective communication for program members who are non-verbal • Ability to work both autonomously and as part of a team, incorporating effective planning, time management and organizational skills to achieve quality outcomes; • Strong interpersonal and team skills and behaviours, incorporating verbal and written communication, flexibility, resilience; • Demonstrated commitment to customer service, with a continuous improvement focus; • Intermediate computer skills with proficiency in the Microsoft Suite including statistical analysis/reporting; • Demonstrated skills in: <ul style="list-style-type: none"> ○ Applying person centred planning approaches to service delivery • Achieving individual outcomes for people with a disability. • NDIS Screening Workers Check • NDIS Worker Orientation Module Certificate of Completion • Working with Children Check • Current Drivers License Desirable: <ul style="list-style-type: none"> • Demonstrated supervisory experience in a client focused environment • Skills and experience associated with particular interest type activities i.e. gardening or outdoor activities
Cultural Fit:	<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.