

# Support Worker A1

## integratedliving

We aim to be the leading provider of health services throughout rural, regional, and remote communities of Australia. Our focus is on delivering better health outcomes for many Australians, supporting them to live independent and active lives. We provide a range of health and wellbeing options, such as aged-care and disability support, for individuals and their families.

## Specific Role Details

Position Title	Support Worker A1				
Unit	Operations	Function	Service Delivery	Team	Support Workers
Unit Purpose	Delivery of services that provide better health and wellbeing outcomes, in an efficient and effective manner, to create a signature client experience that is unique to integratedliving				
Team Purpose	Provision of home care services, to support our clients to achieve better health and wellbeing outcomes, consistent with integratedliving signature client experience.				
Position Purpose	Support Workers contribute to client wellbeing and independence. Support Worker A1 specifically provide hygiene and safety services through domestic assistance, transportation, and essential care. (see Provision of Direct Care in accountabilities)				
Location	Clients homes within region	Reports to (role)		Service Delivery Team Leader	
integratedliving Job Family	Health Partner	integratedliving Pay Range or Pay Grade		A1	

## Accountabilities shared by all integratedliving positions

Supporting Values, Purpose & Strategy	Actively connect to integratedliving's purpose and values by behaving in accordance with integratedliving values at all times, supporting the implementation of organisational strategy.
Continuous improvement	Identify opportunities, make recommendations, and implement improvements to processes, systems and work practices, and alignment to integratedliving policy and procedure.
Compliance and Workplace Health & Safety	Demonstrate individual accountability for adherence to integratedliving, policies and processes and relevant external quality, safety and governance frameworks and regulations. Contribute actively to a safe and respectful workplace.

## Accountabilities

Provision of Direct Care	Provide quality direct support to clients in line with their support needs and care plans. Assist client with daily activities to achieve an optimal level of independence and wellbeing. Support may include: domestic assistance, transportation, meal services, social support, community engagement, aids and devices, reablement support, and essential care.
Assessment & Evaluation	Supports other Health Partners undertake assessments and evaluations as requested. Through observation identifies and escalates concerns and opportunities to improve client



	health and wellbeing and manage risk and safety
<b>Individual Care Planning</b>	<p>Work effectively to increase the clients' independence and wellbeing as outlined in the Care Plan.</p> <p>Provides feedback as requested to help inform client care planning.</p> <p>Manages issues as they arise – escalating according to policy and procedure</p>
<b>Client Safety &amp; Wellbeing</b>	<p>Establish rapport and collaborate with clients and their carer to achieve positive outcomes for the client, providing empathetic support to client and carers.</p> <p>Respond to client and carer enquiries, escalating as appropriate for resolution a timely fashion.</p> <p>Follow integratedliving policy and procedure, including the Care Plan</p> <p>Observe and report any changes in the client's health or behaviour.</p> <p>Provide empathetic support to clients and their carers</p>
<b>Health and Wellbeing Promotion</b>	<p>Support the delivery of health and wellbeing services with clients.</p> <p>Identify opportunities to promote integratedliving services</p>
<b>Documentation and Reporting</b>	<p>Ensure information is recorded accurately and in a timely manner in documentation or electronic health record system.</p>

The accountabilities stated reflect the primary functions of this position and should not be construed as an exhaustive list of duties. Accountabilities may vary or be amended from time to time without changing the position

### Delegations

Delegations for position are outlined in the integratedliving Delegation's Policy.

### Key Position Relationships

<b>Internal</b>	Service Delivery Team	All Operations Teams
	Customer Service Team	Scheduling Team
<b>External</b>	Local community members	Family and Carer's
	Local Health Providers	

### Qualifications, Demonstrated Success Factors, Capabilities & Credentials

<b>Qualifications &amp; Experience</b>	Experience in provision of high-quality service provision for similar work in hospitals, facilities, or private homes.
<b>Demonstrated Success Factors</b>	Demonstrable positive approach to customers and service delivery.
	Competence in use of relevant technology including smart phones and handheld devices.
<b>Capabilities</b>	<b>Enable value:</b> I enable our clients to lead independent lives by working in partnership with them to understand their needs and delivery on their expectations.
	<b>Person centred:</b> I seek to hold people at the centre of my thinking and action, to consistently strive for sustainable outcome that create value and enable our clients.



	<b>Act professionally:</b> I interact with others professionally, with integrity, in a fair and respectful manner as measured against our code of conduct and values.
<b>Credentials</b>	Satisfactory Police Check
	Current Driver's Licence
	Current First Aid
	Working with Children Check or equivalent

