

Reports To:

Service Delivery Team Leader

Branch:

Local Connect Centre

Direct Reports:

Nil

Role Purpose:

The Support Worker delivers exceptional services to customers within a person centred care framework by empowering individual customer choice, positively contributing to health and wellbeing and enabling ongoing active participation in the community.

The role is responsible for following the customer care plan and providing professional, high quality support in a safe manner. The Support Worker assists with health, household and lifestyle management and adds meaningful value to the lives of our customers.

As a highly visible representative of the organisation, the Support Worker enhances integratedliving's reputation as a provider of choice through their commitment to service excellence and customer satisfaction.

Key Responsibilities and Key Indicators:

Key Accountabilities and Key Indicators:

Key Accountabilities	Key Indicators
<p>1. Deliver services in accordance with customer care plan including (as applicable):</p> <ul style="list-style-type: none"> • Domestic services <ul style="list-style-type: none"> ◦ Vacuuming, cleaning, laundry, ironing, bed making, food preparation and shopping. • Personal care services <ul style="list-style-type: none"> ◦ Bathing/showering, hygiene, dressing, grooming, lifting, transfers, mobility, fitting of aids, assistance eating meals. • Transportation services <ul style="list-style-type: none"> ◦ Drive customer to and from community/social activities and medical appointments. • Social support services <ul style="list-style-type: none"> ◦ Enable social contact and participation in community life. 	<ul style="list-style-type: none"> • All customer care plan services delivered. • High customer satisfaction and retention rate. • Customer feedback indicates strong connection between desired and actual care outcomes.
<p>2. Demonstrate an understanding of and commitment to the rights of customers.</p>	<ul style="list-style-type: none"> • Customer confidentiality maintained in accordance with communicated organisational requirements. • Customer values, customs, preferences and spiritual beliefs respected.
<p>3. Understand customer circumstances and needs; observe and report any changes in customer health, behaviour, needs or circumstances.</p>	<ul style="list-style-type: none"> • Service Delivery Team Leader immediately notified of changes in customer circumstances and/or needs.
<p>4. Maintain a safe work environment in accordance with integratedliving policies, procedures and safe work</p>	<ul style="list-style-type: none"> • Maintenance of a safe work environment. • All work, health and safety training attended.

method statements.	<ul style="list-style-type: none"> • Safety communications and updates read and followed. • Hazards identified and reported.
5. Participate in professional development and training activities and initiatives.	<ul style="list-style-type: none"> • Scheduled training attended and completed. • Active participation in professional development activities. • Skills maintained and developed through internal and external education.
6. Assist in the evaluation of customer progress towards service outcomes.	<ul style="list-style-type: none"> • Participation in delivery of customer activity and/or rehabilitation plans. • Customer health and wellbeing updates communicated to Service Delivery Team Leader and other relevant internal stakeholders.
7. Connect and communicate with Supervisor/Manager, team and wider organisation.	<ul style="list-style-type: none"> • Email and intranet utilised effectively. • Announcements, updates and communications received, read and understood. • Staff meetings and reviews attended.
8. Complete and maintain documentation in accordance with organisational policies and procedures and quality standards.	<ul style="list-style-type: none"> • Accurate and timely records that comply with all customer record keeping requirements maintained. • Customer sign up process complete. • All customer record entries recorded within target timeframe. • Time and attendance record accurately maintained, compliant with roster and submitted within payroll deadline.
9. Establish positive working relationships with customers whilst maintaining professional boundaries.	<ul style="list-style-type: none"> • Customer feedback indicates high satisfaction levels. • Professional boundaries recognised and observed.
10. Participate in review and evaluation processes and adopt a continuous improvement focus.	<ul style="list-style-type: none"> • Collaboration with team to address service improvement requirements resulting from customer complaints, stakeholder feedback and/or internal and external evaluation processes. • Performance improvement feedback actioned. • Participation in integratedliving quality management system including audits, surveys and needs analysis. • Gaps in skills and competencies identified and reported to Service Delivery Team Leader.
11. Promote and maintain customer independence and capabilities through encouragement and empowerment.	<ul style="list-style-type: none"> • Customers' interests, friendships and social interactions supported. • Customers' practical skills maintained and enhanced.
12. Positively represent integratedliving in the community.	<ul style="list-style-type: none"> • Commitment to customer service principles and integratedliving values demonstrated in all interactions during work hours.

Decision Making:

In accordance with organisational Delegation of Authority and integratedliving's Values.

Essential Criteria for Position:

- Effective verbal and written communication skills and ability to liaise with a wide range of customers from diverse social, financial and cultural backgrounds.
- Commitment to ongoing professional development.
- Certificate III in Home and Community Care (Aged Care) or equivalent qualification.

- Demonstrated understanding of the health and wellbeing needs of older people and proven customer service orientation.
- Current drivers licence and reliable motor vehicle (vehicle registered and comprehensively insured).
- Commitment to providing environmental and household assistance to customers in multiple areas of need including personal hygiene, grooming and physical movement.
- Availability and responsiveness across a 24/7 roster and ability to cope with changing work demands.
- Ability to work independently and effectively manage time.
- Proficient in use of electronic technology including smart phones, handheld devices, email and internet.
- Current First Aid certificate.

Desirable Criteria for Position:

- Bi or multi-lingual.
- Medication management and administration training and experience.

Additional Notes:

Delegation of Authority Schedule

Other

Summary of Specific Responsibilities

<u>Defined in</u>	<u>Responsibility</u>
Bag Packing Safe Operating Procedure : ILA-Org-WHS	ILA-Support Worker
Cleaning: Workflow, Gloves And Equipment : ILA-Org-Operations	ILA-Support Worker
Community Care Kit : ILA-Org-Procurement	ILA-Support Worker
Customer Emergency Procedure : ILA-Org-Operations	ILA-Support Worker
Food Safety - Offsite Storage : ILA-Org-Customer Service	ILA-Support Worker
Medication Management Procedure : ILA-Org-Clinical	ILA-Support Worker
Non Response to a Scheduled Visit : ILA-Org-Customer Service	ILA-Support Worker
Privacy Management : ILA-Org-ICT	ILA-Support Worker
Safety Switch Issue, Tracking and Replacement : ILA-Org-Procurement	ILA-Support Worker
Urine Testing : ILA-Org-Clinical	ILA-Support Worker
Vehicle Hydraulic Lifter/Hoist : ILA-Org-WHS	ILA-Support Worker
WHS - Exposure to Blood or Body Fluids : ILA-Org-WHS	ILA-Support Worker
WHS - First Aid : ILA-Org-WHS	ILA-Support Worker
WHS - Managing Known Risks : ILA-Org-WHS	ILA-Support Worker

Other related Team/Group based responsibilities for **ILA-Support Worker**

Working within [integratedliving Australia Ltd](#)

integratedliving Australia Ltd is an innovative, not-for-profit community business delivering a broad range of quality community care services. **integratedliving** operates across regional and rural New South Wales, Queensland, Victoria, ACT and Tasmania and has been providing services to the frail, older people, younger people with a disability and their carers for over 15 years.

Our vision ... *enriching communities, supporting individuals*

Our purpose ... *facilitating health and wellbeing options for individuals, families and carers... strengthening rural, regional and remote communities*

We value ... *diversity, integrity, respect, unity and equity*

Our values indicate the type of conduct required of the Board, management, staff and volunteers when carrying out

the operations of the organisation and the standards consumers and stakeholders can expect from the organisation.

All employees are responsible for ensuring that the standards of behaviour and conduct specified in the organisation's strategic plan, service delivery model and Code of Conduct are adhered to. Employees who are found to have breached these standards may have sanctions imposed; all employees must ensure they understand their responsibilities.

Supervisors are responsible for promoting, and for ensuring all practices within their area follow the principles of WH&S and Managing Diversity, including Equal Employment Opportunity. All employees are expected to promote and uphold the elimination of workplace harassment. Workplace discrimination, bullying or harassment are considered to be breaches of proper standards of conduct and behaviour and are illegal.

integratedliving workplaces and vehicles are non-smoking environments.

Incumbent Statement :

I have read, understand and accept the above Position Description.

Signed: Date: ... / ... /

Full Name:

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