



Lutheran Community Care

## POSITION DESCRIPTION

<b>Position:</b> Support worker (Home Care Packages)	<b>Service:</b> Immanuel Gardens
<b>Department:</b> Aged Care	<b>Version:</b> May 2016
<b>Conditions:</b> LCC Aged Care Services Enterprise Agreement 2013	

### Purpose of the Role

To deliver Consumer Directed Care assistance in accordance with a client's Personal Independence Plan.

### Operating Environment

This position is located in Buderim at the Immanuel Gardens service of Lutheran Community Care (LCC), a respected not-for-profit organisation providing services in the fields of aged care, disability, family support, youth support and chaplaincy in Queensland.

The role will involve delivering components of home care packages in a way that ensures high client satisfaction whilst meeting all compliance requirements of the government funding body. The clients will be free to choose whether to have services delivered by LCC or other service providers. An innovative approach will be required to ensure that the optimal result is achieved for the client.

### Immanuel Gardens

Immanuel Gardens consists of 93 self-contained units, residential accommodation for 145 residents and provides 31 Home Care Packages within the local community.

### Reporting Relationships

The position reports to the service's home care Service Coordinator.

### Major Responsibilities

Within the policies established by LCC and working in collaboration with relevant managers and employees, the occupant of this position will:

- Deliver services for clients at home and in the community as outlined in the Personal Independence Plan including –
  - Supporting clients to complete identified tasks
  - Guiding clients in the re-enablement of agreed tasks
  - Completing agreed tasks on behalf of clients
- Contribute to assessments of the client's goals, interests and needs
- Assist the service coordinator to maintain appropriate communication with carers and family members nominated by the client



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- Adhere to risk mitigation procedures and bring new risks to the attention of the service coordinator
- Advise the service coordinator of significant changes in the client's capacity and/or if the client requests a different service mix
- Maintain accurate comprehensive case notes
- Undertake administrative duties associated with the role.

### Qualifications and Experience

Incumbent is required to possess a Certificate III (or higher) in Aged Care.

#### *Personal qualities*

Clear, friendly communication style

Respectful of older people, their families and carers

Non-paternalistic attitude to older people including respect for older people's capabilities

Willing to adhere to LCC and funding body requirements

Commitment to personal safety

"Warm" personality

Punctual

Honest

Understanding of and commitment to client confidentiality and privacy

Responsive to client needs

Willing to work with non-traditional approaches to service deliver for older people

#### *Skills*

Capacity to complete a mix of the following tasks:

- Washing
- Cleaning
- Gardening
- Shopping
- Operating a computer
- Driving
- Personal care (washing/showering/bathing/dressing)

The incumbent must maintain a positive federal police check and Australian driver's licence.

The incumbent will be required to provide medical information relevant to this position by submitting to a pre-employment medical and be deemed fit by LCC Chief Medical Officer.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organisation.
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