

## POSITION DESCRIPTION

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<b>Position Title:</b>	Care and Support Worker (CSW)
<b>Reports to:</b>	Regional Manager Community Services (RMCS) Site Coordinator - Hume, Grampians or Barwon Client Services Coordinator - Southern Tasmania
<b>Supervising:</b>	N/A
<b>Liaises with:</b>	Program Managers, HCP Case Managers, Client Services Coordinators, HCP Administration Staff, NDIS Support Coordinators, Rostering and Clients
<b>Location:</b>	Western Office - 97 Charles Street, Seddon 3011 Southern Office - 372 South Road, Moorabbin 3189 Northern Office - 310 Mt Alexander Road, Ascot Vale 3032 Southeast Office - Unit 22, 31 Fiveways Blvd, Keysborough 3173 Outer North Office - 61 Riggall Street, Broadmeadows 3047 Hume Office - 1/29 Wyndham Street, Shepparton 3630 Barwon Office - 35/3 Cranwell Court, Highton 3216 Grampians Office - 606 Sturt Street, Ballarat VIC 3350 Southern Tas Office – 18 Wentworth Street, Bellerive 7018
<b>Classification:</b>	Wintringham EBA
<b>Hours:</b>	Full Time / Part Time / Casual / Locum

### About Wintringham

Wintringham provides affordable and high quality housing, support, aged care services and accommodation to people over 50 years old, who have previously experienced homelessness or are at risk of becoming homeless.

Wintringham promote a care model of empowerment, where Wintringham staff work in partnership with clients and residents to achieve mutually agreed outcomes.

Wintringham is an advocate for elderly people, respecting their individuality, whilst working to achieve equality and social justice.

### Position Summary

Wintringham provides Level 1, 2, 3 & 4 Home Care Packages (HCP) of case management, ongoing care and support, that is a planned and coordinated to clients with complex needs. Support may also be provided to National Disability Insurance Scheme (NDIS) participants.

The objectives of the position are to:

- Assist clients living at home to remain living independently in the community
- Assist clients to maintain the lifestyles of their choice
- Maintain and enhance the independence of clients with complex care needs
- Assist clients to maintain or improve their accommodation and therefore prevent premature entry to residential aged care
- Provide practical and emotional support as per Care Plan and Service Schedule
- Work in partnership with clients to achieve mutually agreed outcomes
- Have a flexible approach that can be adjusted to suit the needs of the client
- Maintain a harmonious relationship with clients whenever possible.

## **Responsibilities/Duties**

- Ensure confidentiality is maintained at all times
- Provide emotional support to clients
- Maintain appropriate documentation as required
- Assist clients to maintain a safe and healthy home environment
- Monitor and report changes in clients' mental state, behaviour or physical condition
- Assist clients with personal care, which includes personal hygiene, dressing and other activities of daily living as required (where qualified to do so)
- Provide medication assistance and/or support client self-administration and complete medication documentation (where qualified to do so)
- Carry out laundering of personal clothing and linen as required
- Escort clients to appointments as required
- Perform a range of household tasks including: cleaning, dusting, organising maintenance, cleaning of refrigerator and stove etc. as required
- Assist and support clients with shopping and payment of bills as required
- Assist clients to maintain and or improve their nutritional intake by food preparation, serving, shopping and educating them on issues related to special diets, as directed by the Care Plan or Service Schedule
- Arrange collection of client care fees as requested by Case Managers
- Develop an awareness of health and safety issues and appropriate action to be taken, in relation to the workplace and community environment
- Pursue relevant ongoing development, in order to enhance knowledge of contemporary practices and broaden understanding of own responsibilities
- Be aware of relevant legislative standards and guidelines
- Participate in the continuous improvement cycle, by proactively identifying and raising improvements through Wintringham's quality systems
- Understand the responsibilities in relation to the role as defined in the relevant policies and procedures
- Practice open communication and proactively participate in problem solving, where issues or areas of disagreement arise
- Perform other duties as directed as required by the Regional Manager Community Services/Case Managers.

## **Health & Safety Responsibilities**

As a Wintringham employee, you have the following responsibilities under the OHS Act 2004:

- Take reasonable care to ensure your own safety
- Do not place others at risk by any act or omission
- Follow safe work practices and procedures
- Use and care for equipment as instructed
- Do not wilfully and recklessly interfere with safety equipment
- Report hazards and injuries
- Cooperate with the employer to meet OHS obligation under Occupational Health and Safety Act 2004 Victoria and/or the Work Health and Safety Act 2012 (Tas)

## **Key Selection Criteria**

### **Skills/Experience:**

#### **Essential**

- Ability to work as part of a team
- A non-judgemental approach
- Good communication skills both written and oral
- Ability to encourage and motivate older people
- A flexible attitude
- Ability to work autonomously, use initiative and be self-motivated.

#### **Desirable**

- Knowledge and understanding of the special needs of frail, older people
- Knowledge of and skills to perform general household tasks
- Knowledge of and skills to perform personal care tasks as required
- An understanding of issues associated with aged homelessness.

### **Qualifications:**

#### **Essential**

- First Aid Certificate – Level 2
- Current Driver's License and own reliable car with comprehensive insurance, (suitable for transporting clients).
- Certificate III in Individual Support, Aged or Home Care.

#### **Desirable**

- Experience working in Aged Care or Community setting.
- Successful completion of accredited medication assistance unit of competency

Appointment is subject to the Wintringham Employment Screening policy, including a satisfactory police records check and NDIS Worker Clearance check prior to commencing unless the applicant is already a staff member who is currently employed with Wintringham.

**Wintringham is an equal opportunity employer.**

***I have read this position description and understand the requirements and responsibilities of this position as part my employment with Wintringham.***

EMPLOYEE'S NAME \_\_\_\_\_

SIGNED \_\_\_\_\_ DATE \_\_\_\_\_