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| **POSITION DESCRIPTION** | |
| **Position Title:** | Support Services Worker |
| **Service/Facility/Department:** | Community Aged & Disability |
| **Direct Reports:** | Nil |
| **Key Relationships:** | **Internal:** Team Leaders, Care Coordinators, Manager, Home Care Workers, Support Workers, administration team, Registered Nursing staff, Lifestyle team, Allied Health team, team members from the Anglicare Southern Queensland central support teams. |
| **External:** Clients, clients’ families and carers, medical professionals, external providers, agency staff. |

**Position Statement / Overall Purpose**

The overall purpose of the Support Services Workeris to provide domestic support to clients, including cleaning, shopping and preparing meals, in order to support clients to remain living independently and comfortably in their own homes.

The Support Services Worker will work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Credentials, Qualifications and Other Requirements**

* Current National Police Certificate
* Current Blue Card with Yellow Card Exemption
* Current Queensland Driver Licence and own reliable vehicle
* Certificate II or III in Asset Maintenance (Cleaning Operations) or relevant (desirable)

**Key Selection Criteria**

* Demonstrated ability to work effectively as a member of a team and contribute to a positive, client-focused culture.
* Well-developed interpersonal skills, including the ability to work effectively and sensitively with a range of clients, including those with challenging behaviours, or clients from culturally and linguistically diverse backgrounds.
* Ability to organise and prioritise own work activities and schedules to meet established deadlines and achieve high quality work outcomes.
* Sound verbal and written communication abilities, including the ability to interpret and apply instructions, read and navigate road maps, and communicate clearly and professionally with both clients and staff.
* Demonstrated knowledge and understanding of the use of cleaning equipment and chemicals in a home environment.
* Knowledge and skills of safe food handling and preparation in line with current health standards.

**Key Accountabilities and Responsibilities**

1. **Accountability: Service Delivery**

***Provide domestic support to clients, including cleaning, shopping and preparing meals, in order to support clients to remain living independently and comfortably in their own homes.***

**Responsibilities:**

* Complete domestic duties in a positive, helpful manner and in accordance with the Domestic Care Plan for each client.
* Ensure cleaning standards outlined by Anglicare are met at all times.
* Ensure duties are completed within the expected timeframe.
* Use equipment as instructed to minimise risk of injury, in accordance with procedures and training.
* Observe clients, listens to them and promptly reports to Manager/Coordinator any change in client behaviour or health/well-being.
* Maintain appropriate client/worker boundaries as outlined by Anglicare.
* Communicate effectively and appropriately with all clients, including those with challenging behaviours, or clients from culturally and linguistically diverse backgrounds.
* Provide service to clients, families, carers and team members in a professional, prompt and courteous manner.
* Flexibility and responsiveness regarding work practices to ensure care meets individual needs.
* Promote the rights of clients at all times (this includes the right to confidentiality, privacy, individual choice and decision making).
* Provide responsive service in a manner that enhances client dignity and self-esteem.
* Actively seek client feedback and respond as appropriate.
* Attend staff meetings to keep up to date with ASQ and Service issues.
* Promote Anglicare and its services in a positive framework to clients and carers.

1. **Accountability: Policy, Systems and Compliance**

***Systems and processes to implement the strategic plan and the management of quality, risk, WHS and legislative compliance.***

**Responsibilities:**

* Maintains safety of self, client and carer at all times, in accordance with occupational health and safety requirements.
* Undertakes risk assessments using the organisation’s documentation and in accordance with protocols.
* Identifies and sets boundaries with client/carers at all times.
* Maintains awareness of policies and applies procedures to daily work activities
* Achieves targets in work plans and understands links with strategic goals
* Demonstrates punctuality and meets agreed schedules and timelines
* Observes Code of Conduct, behaves ethically and seeks assistance with ethical dilemmas
* Ensures safety of self and others in work environment
* Ensures that risks are identified and reported in own work context
* Ensures that own work meets the organisation’s quality requirements.
* Completes documentation in an accurate, professional and timely manner.
* Ensures all documentation is updated, signed and completed as required.

1. **Accountability: Continuous Improvement & Professional Development**

***Identifying and responding to new and emerging trends through skill acquisition, utilising new technology and engaging a continuous improvement approach in work practices***

**Responsibilities:**

* Participates in internal and external training to increase and maintain knowledge and skill level.
* Completes competencies as described in the professional development handbook.
* Understand and be confident of how to respond appropriately in an emergency situation, to an appropriate level.
* Actively participates in quality improvement and continuous learning to assist in review of work practices.
* Contributes to ideas for improved ways of working.
* Demonstrates common sense, and uses established strategies to solve routine problems.
* Participates actively in staff meetings and shares information to improve work environment and outcomes.
* Takes advantage of opportunities for learning and growing skills.
* Identifies opportunities to do things better, develops ideas with others and assists with the implementation of routine changes.

1. **Accountability: Teamwork**

***Working together to achieve organisational outcomes including participating in team planning, sharing information and dealing with difference, conflict, shared goals and team morale, and contributing to a positive, client-focused culture.***

**Responsibilities:**

* Maintains enthusiasm and understands own role in achieving organisations mission.
* Openly shares information, participates and contributes to team discussions.
* Considers the views of others and aims for group cohesion.
* Values diversity in team and supports colleagues.
* Works with others to achieve common goals.
* Demonstrate collegiality, respect and team work within the work environment.

1. **Other Duties and Requirements**

* Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment.
* Act in accordance with Anglicare’s Code of Conduct and the organisation’s policies and procedures.
* Ensure that credentials and qualifications set out in this Position Description are current at all times.
* Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manger or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities.
* Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures.
* Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met.

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.