

## Position Description

# Support Worker (Home Care Packages) and Support Worker (Commonwealth Home Support Programme)

**Department/Team:** Aged Care

**Classification:** Support Worker L1

**Instrument:** Lutheran Services (Qld) Enterprise Agreement

**Location:** Various

**Reports to:** Home Care Manager or Home Care Coordinator (Depending on Site structure)

**Direct Reports:** Nil

**Effective Date of PD:** January 2020

### Primary Objective:

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

### Key Relationships and Position Dimensions:

The position will consult, collaborate and network with:

- Service Manager
- Home Care Manager
- Care Staff
- Clients and their families
- Support Centre staff

### Key Accountabilities:

#### Leadership Accountabilities:

At Lutheran Services, we place equal value on the outcomes we achieve and the behaviours we demonstrate. Our competency framework provides the basis of behavioural expectations for all employees. All positions are accountable to the values and behaviours set out in the Lutheran Services Competency Framework. Support Worker is a **Leader of Self**.

#### Leader of Self.

- Ensure that personalised client needs are met through effective application and appropriate escalation of client feedback;
- Proactively initiate problem-solving and identify areas for improvement to achieve successful outcomes;
- Build strong relationships with team members and clients to work effectively towards common values and goals;
- Actively engage in coaching and feedback to guide development and stay focused, resilient, and values-driven;
- Work in a simplified and efficient manner to meet service delivery expectations, client needs and organisational objective;

- Act in a consistent and proactive manner that identifies and utilises resources efficiently to deliver high-quality outcomes.

**Role Specific Accountabilities:**

Within the policies established by Lutheran Services 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 clients goals, interests and needs
- Assist the case manager to maintain appropriate communication with carers and family members nominated by the client
- Adhere to risk mitigation procedures and bring new risks to the attention of the case manager
- Advise the case manager 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.

**Position Requirements:****Essential:**

- Certificate III in Aged Care or equivalent
- Demonstrated experience in an Aged Care environment
- Well maintained clean & reliable vehicle with full comprehensive insurance
- Current Australian Driver's licence
- Must maintain a valid NDIS Worker Screening clearance;