

Position Description

Direct Support Worker Clinical

Date: July 2021

Division: Community Care

Position title:	Direct Support Worker
Classification:	Homecare Worker - Grade 3
Reports to:	Manager Community Care
Direct reports:	Nil
Liaison:	<p>Internal – Consumers of Tablelands Community Support (TCS) and other Staff.</p> <p>External – Medical Practitioners, family of consumers of Tablelands Community Support, Allied Health professionals, community members, consumers and carers.</p>
Position purpose:	<p>Provide advanced person-centred direct support to Council's TCS consumers, including people who are older and people who have a disability, to facilitate choice, control and promote and maximise independence in their own homes.</p> <p>This position will be required to be part of an on-call rotation including weekends and public holidays.</p> <p>This position is subject to ongoing Commonwealth funding and consumer choice.</p>

1. Organisational Commitment

Employees are required to work toward the goals, values and corporate objectives of the Uralla Shire Council and accordingly demonstrate the following inherent requirements:

- **Professionalism, Integrity & Ethics**– display a high level of effort and commitment to work performance, exercise reasonable skills and diligence, adhere to Council and industry standards and codes of ethics, and demonstrate trustworthiness and responsible behavior.
- **Teamwork** - encourage and facilitate cooperation, pride, trust, and group identity; foster commitment and team spirit; work cooperatively with others to achieve required outcomes.
- **Customer Service** - work and communicate with the general public, internal and external customers to provide information and quality services targeted to meet customer expectations.

2. Responsibilities, Competencies and Accountabilities

Core Duties and Responsibilities

Work with service user to support them to achieve their goals through:

1. Working as a team member to implement specific clinical care as set out in individual consumer care/support plans (within the limits of the job holder's skill levels and training), which may include:
 - Transferring consumers (including using mechanical aids) in and out of bed, wheelchairs, shower chairs, cars, etc. and to turn/sit where clients can offer limited/no assistance with weight bearing.
 - Personal hygiene including showering or bed sponging including where there are severely limited/uncontrollable body movements or serious comfort/health considerations
 - Teeth cleaning, and other oral hygiene and nasal care.
 - Dressing and grooming.
 - Feeding, including Percutaneous Endoscopic Gastrostomy (PEG) tube feeding.
 - Toileting and other bowel and / or bladder care including catheter and colostomy care.
 - Checking skin for pressure areas and implementing preventative measures.
 - Assisting with prescribed medications and recording associated information.
 - Assisting with prescribed exercise or therapy programs when the consumer is unable to take responsibly for the therapy and carer/therapist is not on site.
 - Application of ointments, eye drops and simple wound dressings.
 - Measuring and recording blood pressure.
 - Measuring and recording blood glucose levels.
2. Provision of other quality home-based consumer support to facilitate planned, coordinated assistance for consumers in accordance with training and safety standards such as:
 - Assist consumers with activities of daily living such as dressing, grooming, mobility, eating and drinking as per care/support plan.
 - Provide support in areas such as promoting and assisting with safe living skills that will enhance the consumer's quality of life, in an environment that empowers them and encourages independence, choice, and control.
 - Provide domestic assistance which may include: dusting, vacuuming, sweeping, mopping, meal preparation, washing dishes, changing bed linen, clothes washing, ironing, cleaning bathroom/toilets, cleaning fridges and unaccompanied shopping.
 - Assist consumers to participate in the community by providing social support including, but not limited to, shopping, banking, attending appointments, letter writing, having a chat and coffee etc.
 - Provide domestic assistance which may include: dusting, vacuuming, sweeping, mopping, meal preparation, washing dishes, changing bed linen, clothes washing, ironing, cleaning bathroom/toilets, cleaning fridges and unaccompanied shopping.
 - Provide carers with respite from their caring role by supervising and assisting the person that they care for over a specified period of time.
 - Contribute to the development of consumer care/support plans as required.

- Sets up resources, materials and equipment for activities, at the beginning of activities, encourages consumer/s to participate and packs equipment away at the end of activities.
- Observe and report promptly any changes or concerns in a consumer's health, wellbeing or behaviour; to immediate supervisor.
- Accompanies and supervises consumers during activities, including safely driving vehicles to transport consumers to and from their homes to activity venues when required.
- Maintains records and other documentation in relation to the consumer as outlined in individual consumer care plans.

Employee will be required to:

3. Maintain strict confidentiality in regard to consumer records and information.
4. Maintain an awareness and understanding of appropriate professional barriers during consumer interactions, where the focus remains on the consumer and their interests.
5. Comply with WH&S and emergency procedures applying to individual consumers, to maintain the health, safety and welfare of consumers and other workers, including identification and reporting of hazards in off-site locations.
6. Perform risk assessments on all consumers, venues and activities whilst exercising due diligence in relation to any risk.
7. Consider the 'duty of care' owed to the consumer, alongside their right to respect, self-determination, independence and dignity.
8. Participate in continuous quality improvement activities and training when required.
9. Attend training as required to fulfil the responsibilities of the position.
10. Promote the image of Council in a positive manner and actively work to promote good public relations.
11. Carry out other duties as directed within the scope, skill and competence level of the position and employee.

Key Tasks

As per those determined in the annual divisional review and within the essence of the positions core duties and responsibilities, (as set out above), notwithstanding the need to review and alter the list in response to operational changes, workloads and staff development on an on-going basis. Where it is required that tasks need to be added/removed this will be clearly communicated to the incumbent.

Competencies and Accountability

The incumbent will be required to have competencies and accountability relevant to the position in-line with those set out in the Local Government, Aged, Disability and Home Care (State) Award – Grade 3, they are as follows:

An employee who holds either a Certificate Level III in Care Support Services or other appropriate Qualification/Experience and is required to work individually with minimal supervision.

Employees at this level may be required to plan, direct, and train staff and comply with documentation requirements as determined

Performance Measures

As per those set out in the annual performance assessment.

Performance measures are determined giving consideration to the desired corporate objectives of the organisation as set out in Corporate Service Plans and the broader community services delivery outcomes as detailed in Council's Operational Plan and Delivery Program.

Delegation of Authority

Delegations of Authority are detailed under separate official delegation instrument through the General Manager and are reviewed annually.

The freedom to act and make decisions is governed by clear objectives and budgets with frequent prior consultation with management and a regular reporting mechanism to adhere to objectives and budgets.

3 Terms and Conditions of Employment

Required personal attributes and qualities

- Leadership – The ability to demonstrate and provide leadership in the long term interests of the organisation.
- Understanding and acceptance of a change culture – The ability to embrace a continual change position and readily look to seek out and implement new initiatives for the betterment of the community and for the long term sustainability of Council's operations.
- Relationships – The ability to build effective and productive relationships within internal and external stakeholders.
- Commitment, attitude and application to duties – The ability to apply an appropriate level of commitment, attitude and application to duties which will result in measurable outputs and results against identified performance indicators.
- Professionalism – The ability to participate and contribute as a team member in a manner which is supportive and professional, including being respectful of differences of opinion, whilst maintaining the ability to accept the final determination.
- Cooperation and cohesion – The ability to maintain cooperation and cohesion when undertaking all duties in an environment where leadership is provided and professional standards are observed.
- Positive and proactive – The ability to maintain a positive and proactive disposition in times of contradiction and challenge to one's professional and ethical position.
- Practical and common sense approach – The ability to apply a practical and common sense approach to problem solving and to look for innovative solutions.
- Ethics, integrity and values – to always display ethics, integrity and values that reflect personal conduct beyond reproach.

Corporate Accountabilities

- Comply with all legislative requirements of the role.
- Personal and professional behavior is consistent with the values outlined in the Model Code of Conduct for Local Councils in NSW and the Uralla Shire Council Workplace Standards of Conduct.
- Adhere to Council plans, policies, protocols and (as required) actively document and revise procedures to maintain currency and relevance.
- Store and maintain corporate records in Council's electronic document management system in accordance with relevant protocols, procedures and the State Records Act.
- Actively share information and knowledge on issues, training and practices to relevant staff.
- Identify and subsequently remove, mitigate against or minimize exposures to risk.
- Dress appropriately for the role, including wearing an appropriate uniform if required.

Perform as a Team Member

- Productively and cooperatively contribute to the outcomes of work teams.
- Attend and positively contribute to team meetings.
- Take responsibility for and manage own work and contribute to a productive team and work environment.
- Work cooperatively and proactively to achieve the objectives of Services Plans and the priorities identified in the Community Strategic Plan.
- Regularly review and appraise own performance against required levels.
- Undertake an annual performance assessment and contribute to the development of annual work and training plans.

Customer Service Responsibilities

- Comply with Councils Customer Service Charter and Standards.
- Be accessible and provide customers with clear and accurate information.
- Communicate with customers in a professional and courteous manner.
- Maintain a proactive flow of information with customers.
- Manage customer enquiries, complaints and record keeping within required timeframes.
- Maintain a high standard of personal hygiene and grooming.

Work Health and Safety Responsibilities

- Follow safe practices/procedures to perform your duties in a manner so as not to put yourself or others at risk of harm.
- Immediately report any hazards, incidents and accidents to the relevant supervisor and take appropriate action.
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified.
- Participate in the development and review of Risk Assessments.
- Report all incidents and near misses.
- Comply with the return to work program.

EEO and Anti-discrimination Responsibilities

- Adhere to all legislation and follow all protocols and procedures.
- Act to prevent workplace harassment or discrimination and report any known incidents.

Physical Demands

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to sit and talk and hear in an environment with generally low to moderate levels of background noise. He or she is frequently required to use hands and arms to operate the controls of motor vehicles, electronic devices and other equipment.
- The employee must frequently lift and move objects up to 10 kilograms in weight and must occasionally lift and move objects up to 20 kilograms, using safe lifting techniques. Sufficient personal mobility is required to enable the employee to operate motor vehicles, and to provide personal care to consumer in their homes and attend to household cleaning duties on a regular basis.

4 Selection Criteria

Essential Criteria:

- Certificate 3 in Aged Care Work or equivalent educational attainments and/or demonstrated experience in a similar role.
- Class C Drivers licence.
- Current First Aid Certificate and immunisation against Hepatitis B (desirable).
- NDIS Worker Screening Clearance or ability to obtain
- Demonstrated practical experience in providing direct support to people with high support needs.
- Knowledge and understanding of current practices and standards relevant to supporting people who are older and people who have a disability.
- Demonstrated knowledge and understanding of privacy, confidentiality, professional boundaries and person-centered support.
- Sound interpersonal and organisational skills.
- Effective oral and written communication skills and the ability to listen and consider other people's feelings.
- Demonstrated ability to identify and resolve problems.
- Demonstrated ability to work as part of a team and individually.
- Empathy and personal skills to work with older service users and/or those with a disability.

- Ability to provide support in areas such as promoting and assisting with safe living skills that will enhance the consumer's quality of life, in an environment that empowers them and encourages independence and control.

Desirable Criteria

- Previous experience in Home Care or Residential setting
- Training in the clinical skills as listed under point 1 in core duties and responsibilities.

5. Acknowledgment

I have received and read the position description as detailed above.

Job Occupant:

Date:

Name:

Supervisor:

Date:

Name:

Key tasks, performance measures and delegations of authority documents will be provided by your supervisor.

Please note- Position Descriptions are consistently reviewed to maintain currency and resultantly may need to be altered from time to time. Any changes will only occur following consultation with the incumbent and will reflect the organisational requirements at the time.