

## Position Description Community Support Worker

### POSITION DETAILS

Position Title:	Community Support Worker
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Home Care Employee
Employment Status:	Part Time
Hours of Employment:	Between 6:00 am and 8:00 pm Monday to Sunday as negotiated, working a maximum of 76 hours per fortnight. There is an expectation of being available to work reasonable additional hours as required

### POSITION RELATIONSHIPS

Responsible to:	Service Delivery Coordinator
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### POSITION OBJECTIVES

Delivering Home Support Services that support clients to live independently at home and to participate in the community. These services include, but are not limited to, personal care, domestic assistance, assistance with shopping and bill paying, respite, social support, meal preparation, medication support and transport. Services are to be delivered in line with the Wellness Approach, Aged Care Quality Standards the Western Australian Carers Charter and the Charter of Aged Care Rights.

## PRINCIPAL RESPONSIBILITIES

### 1. **Provide assistance and support to clients as detailed in the client's Support Plan.**

- Support clients to complete activities of daily living and to remain connected to the community.
- Provide assistance based on the specific tasks outlined in the client's Support Plan.
- Promote and foster the independence of the client and support the client to achieve their identified goals.
- Tasks to be completed include and are not limited to:
  - Domestic assistance, including vacuuming, cleaning bathrooms and toilets, changing bed linen, hanging out washing, ironing mopping wet areas and general cleaning in the home.
  - Personal care, including assisting clients in carrying out self-care tasks such as showering assistance, dressing, toileting, personal grooming and hygiene. .
  - Assistance with preparing and cooking a meal in the clients home.
  - Developing a shopping list in consultation with the client, purchasing shopping or bill paying on behalf of the client and/or taking the client shopping and bill paying.
  - Accompanying clients to hospital/medical appointments or elsewhere as discussed and agreed to with the Home Support Coordinator.
  - Prompting medication as documented in the client's Support Plan.
  - Providing social support via companionship and assisting the client to participate in community life including assisting with the paying of bills and banking.
  - Providing respite for carers through supervision and assistance to the client so the carer can take a break.

### 2. **Monitor client Support Plans to ensure services remain relevant.**

- Advise the Home Support Coordinator if support other than that described in the Support Plan appears necessary.
- Report to the Home Support Coordinator and complete client progress notes and other documentation as required (i.e.: TurnPoint Care notes), if any changes are observed in the client or the home environment.
- Monitor and provide feedback on the clients progress towards meeting their goals as outlined on the support plan.

### 3. **Maintain accurate documentation and records.**

- Provide services as they are specified on the TurnPoint Care roster, unless otherwise advised by the Scheduler or Service Delivery Coordinator.
- Record start and complete times, and all other service data as per procedures for each appointment on the TurnPoint Care roster. Collect and receipt all monies from clients if assisting with shopping by list.

- Collect client signatures for appointments completed in TurnPoint Care.

**OTHER DUTIES:**

- Promote the Wellness Approach to service delivery by actively working with the client to prevent loss of independence by focusing on the retaining of skills, regaining skills and/or learning new skills.
- At all times, maintain confidentiality and security of information regarding clients, staff and the activities of the Centre in accordance with the Confidentiality Agreement.
- Actively seek and report on methods of improving systems of work, policies and practices to support continuous improvement.
- Ensure all work is carried out in compliance with the policies and procedures of the Centre.
- Develop and maintain a high standard of service to both external and internal stakeholders.
- Share information regarding client issues and wellbeing with other staff as necessary to maintain appropriate levels of client care.
- Assist in other areas when required to assist with workload or to provide advice in an area of expertise.
- Maintain a sound understanding of Workplace Health and Safety issues in relation to this position and, in accordance with the Centre’s Guidelines, apply this knowledge and put it into practice in the workplace.
- Notify the Service Delivery Coordinator of any leave of absence in a timely manner.
- Attend all staff meetings and organisational training sessions as required.
- Other duties as requested.

**POSITION REQUIREMENTS**

**Essential**

1. Possession of Certificate III in Aged Care, Community Care, Disability Services or recognised equivalent.
2. Ability to work effectively under limited supervision, both as a member of a team and autonomously, as required.
3. Good communication and interpersonal skills with the ability to work well with people from diverse backgrounds.
4. Ability to write informative client progress reports and paperwork.
5. Good organisational and time management skills.
6. A good understanding of Workplace Health and Safety requirements, as they relate to this position.

**Desirable**

7. Knowledge of the WA Home and Community Care (HACC) Program and the Wellness Approach to service delivery.

**Conditions of Employment**

1. General conditions of employment are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010.
2. Hours of work will generally be between 6:00 am and 5:00 pm, Monday to Saturday, working a maximum of seventy six (76) hours per fortnight. There is an expectation of being available to work reasonable additional hours if required in order to meet the operational requirements of the position. Flexible working arrangements and time-in-lieu can be negotiated.
3. Unless otherwise stated in writing, the employee shall be on probation for the first 3 to 6 months to review performance and suitability for an ongoing position.
4. A satisfactory medical examination to confirm fitness to work, if required.
5. Possession of, or ability to obtain within 3 months of commencement, a current First Aid Certificate.
6. A current motor vehicle licence valid in Western Australia.
7. Ability to use own mobile phone and vehicle for work purposes (mileage claimable).
8. A satisfactory Police Clearance dated within the past three months. The National Police Clearance Certificate must be renewed every three years before expiry and a satisfactory status must be maintained.

I \_\_\_\_\_ have read, understand and agree to comply with the above position description.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

I have explained and discussed this position description with the above.

Manager Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_