



BOOROONGEN DJUGUN LIMITED

Position Description

Community Care Support Worker

Department	Team
Service Delivery	Community Care
Position Number:	Award/EA Classification:
CC02	Social and Community Services Employee
Reports To:	Direct Reports:
Community Care Coordinator	N/A

About the role

Provide assistance to older people and/or people with disabilities their carers, to remain living independently in their own homes and community, in a dignified and safe manner in accordance with individual care plans.

Key responsibilities and duties

- Support clients to achieve and maintain wellbeing and independence as outlined in the individual service plan and in accordance with the Active Service Model.
- To be responsible for the direct provision of the highest possible standard of a range of Home & Community Care Services to clients as determined by their assessed service plan including:
 - Assist clients with household/environmental tasks in relation to personal care and support
 - Maintain a safe, hygienic living environment
 - Undertake a range of cleaning tasks
 - Provide a range of Personal Care tasks which enable the clients to maintain their desired standards of personal care and hygiene.
 - Assist with bathing, sponging or showering of clients
 - Assist with toileting
 - Assist with mobility such as getting out of bed, dressing, transferring to a commode or wheelchair.
 - Undertake a range of personal assistance/respite tasks as determined by the assessed service plan to support client independence and social support which may include:
 - Assist with meal planning and preparation
 - Undertake shopping, banking and correspondence as required
 - Escort clients to appointments or for shopping or leisure activities
 - Assist with recreational activities appropriate to client preference.
- Adhered to BDL policies and quality standards in the delivery of services at all times.
- Provide a high level of customer service that is responsive, non judgemental and professional to clients and carers at all times.
- Submit accurate and timely records of work performed.
- Report variations to specified tasks and timeframes in accordance with service communication and monitoring protocols.
- Monitor and report changes/concerns regarding client wellbeing and identified opportunities for enhancing client independence and social involvement.
- Participate in continuous improvement and staff development processes as required by the Community Care Coordinator.

The expertise you bring

- Certificate III in Individual Support or Certificate IV in Individual Support (highly desirable)
- Considerable experience in undertaking general household duties, respite care and personal care tasks with frail people, people with disabilities and carer's.
- Experience working in related field with frail aged or people with disabilities and their carer
- Current First Aid and CPR certification
- Current Drivers Licence

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Capability and competencies

- Experience and capacity to undertake general household duties, respite care and personal care tasks, which may at times be repetitive and/or physically demanding.
- Ability to communicate effectively, non-judgementally and empathically with older people, people with disabilities and their carer's.
- Awareness and support of the philosophies of healthy ageing and the Wellness and reablement initiatives and approaches.
- Willingness to learn electronic rostering and time-sheet processes
- Ability to work without direct supervision, but within a directed framework.

HR, OHS, Risk Management and Equal Opportunity

- Adhere to Booroongen Djugun's Human Resources, Health and Safety, equal opportunity and risk management policies, plans and procedures.
- Demonstrate workplace behaviours that promotes unity amongst all and does not discriminate, bully or harass.
- Cooperate with any reasonable, lawful instructions to comply with relevant legal requirements.
- Adhere to policies and procedures to prevent injuries to people and damage to assets and property including reporting of these matter.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions.
Promote positive mental health and wellbeing within your team and work towards the prevention of mental injuries and illness in workplace.

Who you will work with:

Internal:

- Community Care Coordinators
- Executive Manager, Service Delivery
- Other employees, contractors and volunteer

External:

- Clients
- Carers
- External Service providers
- General Public

Accountability and extent of authority

- Compliance with the NDIS Code of Conduct, Disability and Aged Care Standards
- Complies with directions from the Community Care Coordinator and/or their delegate.
- Undertakes all responsibilities and duties in a manner that ensures that the integrity and quality of the service is maintained.
- Monitors and immediately reports any concerns about residents and the work environment to Community Care Coordinator.
- Maintains a high level of confidentiality of patient information.

Judgement and decision making

- Work activities are routine and clearly defined.
- Employee may resolve minor problems that relate to immediate work tasks.
- Guidance and advice is always available.

Specialist Skills and Knowledge

- Ability to perform the range of domestic assistance, respite care and personal care tasks outlined in the Key Responsibilities.
- Ability to perform services in strict accordance with service plans, quality standards and Occupational Health and Safety.
- Awareness and support of the philosophies of healthy ageing and the Wellness and reablement initiatives and approaches.
- Ability to use relevant equipment including vacuum cleaners, washing machines and lifting devices in a safe and competent manner.
- Ability to undertake repetitious, physically demanding tasks.

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Interpersonal Skills

- Good verbal and written communication skills.
- Ability to communicate effectively, be non-judgmental, empathic and patient with older people and people with disabilities.
- Ability to report and resolve issues in consultation with the Community Care Coordinator.
- Ability to provide a high level of care and customer service.
- A high standard of personal integrity, with a commitment to client confidentiality.

Management skills

- Ability to work without direct supervision, but within a directed framework.
- Ability to complete rostered work within allocated timeframes.
- Ability to provide accurate and timely records and verbal reports.

Inherent Requirements

The inherent requirements of the role are listed below. These requirements are generally considered typical for this and similar roles, however the list is not intended to be exhaustive. Within reason, and subject to Booroongen Djugun's obligations under legislation, it is expected that a person conducting this type of work will have the capacity to perform the genuine, reasonable and inherent tasks of the role.

All requirements are subject to Booroongen Djugun's obligations under applicable legislation (including anti-discrimination, occupational health and safety and accident compensation legislation) and the provision of all reasonable adjustments to those requirements (e.g. aids and appliances) as required from time to time.

Requirements	Frequency			
	Unlikely	Possible	Occasionally	Regularly
Passive				
Sitting - counter / desk		X		
Sitting – vehicle				X
Operating telephone / computer		X		
Writing / reading		X		
Manual Handling				
Bending / twisting Spine			X	
Working with one or both hands above shoulder height		X		
Lifting (5kg or under p/item)			X	
Lifting (5kg or over p/item)			X	
Requiring low/light application of force				X
Requiring medium to high application of force			X	
Lifting/holding/restraining children	X			
Exerting force in an awkward posture		X		
Holding & supporting equipment			X	
Agility				
Squatting / kneeling			X	
Looking up / looking down			X	
Reaching forwards or sideways				X
Gripping or grabbing equipment				X
Mobility				
Walking / standing- briefly				X
Walking / standing- extended				X
Walking on uneven ground			X	
Climb steps/stairs		X		
Climb ladder		X		
Driving – passenger vehicle	X			
Driving – light commercial (regular drivers licence)	X			

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	Unlikely	Possible	Occasionally	Regularly
Driving – bus (endorsed licence)	X			
Driving – machinery/heavy commercial	X			
Sensory				
Hearing – face to face / telephone conversations			X	
Hearing – working with loud machinery	X			
Visual – read printed material, signage			X	
Visual – computer screen, electronic signs			X	
Visual – driving	X			
Emotional				
Dealing with complex customers / residents		X		
Supporting dependent persons				X
Dealing with conflict			X	
Managing complex personal situations			X	
Providing empathy				X
Work Environment				
Outdoor – exposed to elements, plant & equipment	X			
Confined spaces			X	
Working alone			X	
Working at heights (greater than 2m)	X			
Exposure to extensive dust	X			
Pollen (or other allergens)	X			
Exposure to polluted odours and/or chemicals	X			
Personal waste	X			

Office Use – Pre employment Medical Checks

	Musculoskeletal assessment recommended
	Audiology (hearing) assessment recommended

Office Use – Other Checks

	Lone Worker risk assessment recommended
	Vision assessment recommended