

POSITION DESCRIPTION

POSITION TITLE:	Support Worker
DEPARTMENT:	Community Aged Care
CLASSIFICATION:	Level 1
AWARD/AGREEMENT	MCS 'Support Workers' Certified Agreement
REPORTS TO:	Care Team Manager
APPROVED/REVIEWED	
(Signed) _____ Manager Community Aged Care	Date _____

ORGANISATIONAL MISSION AND VALUES

MercyCare is committed to employing a caring and dedicated team of employees who provide services that enhance the quality of life in the community. Staff are called to behave in such a way that upholds the MercyCare Mission and demonstrates the Values of Compassion, Justice, Respect, Integrity and Excellence and to work co-operatively and collaboratively.

A commitment to the Mission and Values of Mercy is reflected in the attitudes, behaviour and actions of staff, process of decision making, MercyCare's policy and procedures, the quality and nature of MercyCare's services, provision of staff development programs, implementation of tasks and in the way people are related to and cared for, particularly Staff and customers.

Every person working in Mercy is required to behave at all times in a way which upholds the MercyCare's Values.

1 JOB PURPOSE

The Support Worker role is to provide assistance with activities of daily living to clients living in the community. To prevent premature admission of our clients, to permanent care by supporting and encouraging client independence.

2 KEY RESPONSIBILITIES

- 2.1 Mission
- 2.2 Teamwork
- 2.3 Quality
- 2.4 Occupational Safety & Health
- 2.5 Client Care Services
- 2.6 General

2.1 Mission

- 2.1.1 Act as a role model for the Mission and Values of Mercy.
- 2.1.2 Promote the integration of Mission with operational management.

2.2 Team Work

- 2.2.1 Participate as a valued team member promoting and contributing to a supportive team environment.
- 2.2.2 Act in a manner that is congruent with the Mission and Values of Mercy.
- 2.2.3 Attends team meetings as requested.

2.3 Quality

- 2.3.1 Participate in, contribute to, and implement quality improvement ideas and principles.

2.4 Occupational Safety & Health

- 2.4.1 Works within the guidelines and regulations as set by the Organisation as they relate to Occupational Safety and Health and ensuring that services are delivered a safe manner both for the incumbent and for the customer.
- 2.4.2 Responsible for reporting any Occupational Safety and Health Issues to the appropriate person within Community Aged Care.
- 2.4.3 Awareness of hazardous and non-hazardous cleaning products as per manufactures recommendations.
- 2.4.4 Brings hazards in client homes to the attention of the Care Coordinator.
- 2.4.5 Maintains a safe and secure environment and work practice at all times ensuring the use of Residual Current Devices (RCD's) in client's homes.

2.5 Client Care Services

- 2.5.1 Provides assistance with activities of daily living to clients as per the Support Plan, to maintain the clients ability to function at their highest level in accordance with the Wellness Approach to Home and Community Care
- 2.5.2 Communicate and interacts with each client respectfully, noting observations regarding physical, mental, social wellbeing and report any concerns/changes to the Care Coordinator
- 2.5.3 Communicates and works with the Care Coordinator to encourage clients to maximise their independence and to maintain social networks within the community
- 2.5.4 Provides regular feedback to the Care Coordinator discussing any client issues and contribute to client wellbeing by working within the aims and goals of Support Plan
- 2.5.5 Enhances quality of life of clients and primary carers ensuring individual rights are protected and respected.
- 2.5.6 Responds to client concerns effectively as directed by the Care Coordinator, ensuring clients dignity, self esteem and independence is maintained.
- 2.5.7 Accepts the client's right to make choices and does not attempt to impose personal judgement on lifestyle or standards.
- 2.5.8 Enable the person to maximise independence by not taking away a task that the client can do for themselves
- 2.5.9 Be punctual and meet the requirements of the roster.

3 JOB RESPONSIBILITY

- 3.1 Performance Management
- 3.2 Confidentiality
- 3.3 Policies and Procedures
- 3.4 Equal Employment Opportunity
- 3.5 Development
- 3.6 Personal Effectiveness

3.1. Performance Management

- 3.1.1 All new employees employed with Mercy Community Services are subject to a three (3) month Probationary Period. Upon completion of this period, permanency of the appointment shall be assessed using Mercy's Performance Management and Review Tool. Thereafter all employees are required to participate in the annual Performance Review process.

3.2 Confidentiality

3.2.1 Maintain confidentiality of all information in accordance with the Mercy Confidential Policy

3.3 Policies and Procedures

3.3.1 Understand and comply with the Mercy's Policies and Procedures.

3.3.2 Understand and comply with the Mercy Aged Care Policies and Procedures.

3.4 Equal Employment Opportunity

3.4.1 Understand and participate in promoting Equal Opportunity Legislation.

3.5 Development

3.5.1 Proactively attend and participate in personal and professional development programs, seminars as appropriate and required in order to maintain current best practice effectiveness in area of speciality.

3.6 Personal Effectiveness

3.6.1 Attend and participate in any training sessions offered by the organisation, and implement new skills learnt within the workplace

3.6.2 Recognise the necessity to continually develop skills and acquire additional knowledge appropriate to the position.

3.6.3 Dress appropriate to the expectations of the specific work area and Occupational Safety and Health requirements.

3.6.4 Dress accordingly to the Mercy Aged Care code of dress policy.

I (Staff Member's name).....have read, understand and agree to work within the above position description.

Staff Member's signature..... Dated





SELECTION CRITERIA

Position Title: Support Worker
Classification: Level 1
Reports to: Care Team Manager

1. QUALIFICATIONS

1.1 N/A

2. COMMUNICATION

- 2.1 Verbal skills, especially in conversing with older people.
- 2.2 Written skills for report writing.

3. SKILLS & RELEVANT EXPERIENCE OR KNOWLEDGE

- 3.1 Experience in related industries.
- 3.2 Listening skills to relate to clients.

ESSENTIAL SKILLS AND ABILITIES

The following skills and abilities are considered essential for the position:

- A willingness and capacity to embrace the mission and values of Mercy.
- Work within Mercy's Policies and Procedures.
- Satisfactory National Police Clearance.
- C Class Drivers Licence
- Must have a passion to work with Younger Disabled and Aged Care clients
- Promoting independence, wellbeing for the client group