



Position Description

Job Title	Support Worker - Paddington Centre
Employment status	Permanent Part Time
Location	Ashgrove, Brisbane
Award	SCHCaDS AWARD 2010 Home Care Worker Level 3
Reports to	Facilitator of Paddington Centre
Service	Aged Care
Scope	The Aged Care service provides support to clients who are over 65 in their home and in the community

Service profile

Community offers a range of services that support frail aged, people with a disability and their carers, enabling them to remain living independently and connected to their community. Staff and volunteers are matched to clients' needs to provide them with regular social interaction and assistance with activities of daily living.

Position objective

The role of Support Worker is to assist with the day to day operations of the Paddington Centre that deliver front line services to our customers. This will involve ensuring that services are delivered efficiently according to customer requests and care plans in an efficient manner by maximising the use of Community Aged Care staff, volunteers, facilities and vehicles.

Other key objectives

- Assist with the Community Aged Care Service in a professional manner that meets the requirements of the policies and procedures of Community Qld
- Contribute to the success of the Community Aged Care Service through active teamwork and effective performance of the responsibilities and duties of the position
- Customer service and service promotion over the phone with contractors, staff, members of the public and customers
- Daily use of Procura - Customer Management System (CMS) for client record management, scheduling, timekeeping and documentation
- Customer service by providing support to customers navigating My Aged Care system for referral to Community services
- Intake and referral processing including the use of My Aged Care Portal
- Provide appropriate administrative and basic accounting/bookkeeping support to senior management of the Aged Care Service and Community



Organisational Relationships

The Aged Care Support Worker will be part of a team at Paddington Centre who report to the Service Facilitator, who in turn reports to the Manager of Aged Care Services.

Responsibilities

TRANSPORT

- Confirm clients attending for day, and planning best possible route, for pick up and drop off of centre clients
- Responsible for transporting elderly clients to and from Day Centre, whilst adhering to all Qld driving rules and ensuring client safety at all times, including supporting clients on and off the centre bus
- Ensure the vehicle is clean and maintained according to Qld transport laws. Keep fuel levels at an adequate level in accordance with CommuniQ Qld policies
- Reporting all client changes to circumstances immediately to coordinator
- Carry out basic first aid and proper emergency procedures in accordance with CommuniQ Qld policy in the event of an accident or incident

ACTIVITIES

- Assist occupational Therapist in all centre activities and help assist as required in set up as well as clean-up of room for activities
- Assist and help as required on all client outings and give input/feedback on activities and outings
- Support and assist all volunteers/students/guest speakers for in centre activities

ADMINISTRATION

- Use exceptional telephone etiquette to answer all incoming calls, within the agreed response timeframes, in a consistently friendly and professional manner leaving a lasting positive impression on the caller
- Provide appropriate administrative support including the handling of monies to ensure the efficiency and effectiveness of the aged care service
- Update databases on a daily basis to ensure currency, integrity and accuracy of data housed at all times
- Ensure compliance with and implementation of relevant legislation, statutory obligations, licensing regulations, awards, accreditation principles and CommuniQ Qld's Policies and Procedures
- Maintain an excellent understanding of CommuniQ's intranet 'Communicate'; website 'communiq.org.au'; HR system 'ConnX'; and any other information and communication tools endorsed by the organisation
- Ensure all approved naming and filing conventions are adhered to
- Maintain records in accordance with organisational privacy and security legislative requirements
- Provide assistance to other CommuniQ teams as required within both scope of practice and duties, to ensure operational requirements and business needs of CommuniQ are met in a timely manner



COMMUNICATION

- Use a variety of superior interpersonal phone communication skills to deliver genuinely respectful caller engagement including active listening, gaining all the customer details, information gathering, problem analysis and solving, persuasiveness and negotiation
- Ensure all phone calls are managed in an empathetic, friendly, interested and patient manner to quickly build rapport, trust and confidence in CommuniQld to ensure a positive and professional customer experience every time
- Utilise appropriate IT software tools, such as Outlook to effectively communicate via email while maintaining exceptional email etiquette with all stakeholders

TEAM CONTRIBUTION & PROFESSIONAL DEVELOPMENT

- Ensure rostering and scheduling of services is logistically sound, efficient and effective use of staffing resources
- Ensure leave planning including annual leave, personal leave etc. is scheduled to ensure continuity of care and service
- Attend to day to day rescheduling to cover unplanned changes in staff availability including sick leave and emergency replacement or backfilling requirements
- Be actively involved with team meetings, reviews, supervision and other program activities
- Contribute to the decision making process regarding the organisation and program/service development by participating actively in problem solving and finding solutions for staffing challenges in consultation with management
- Identify and attend professional development opportunities to ensure your personal and professional development

QUALITY ASSURANCE

- Provide a high quality of service in accordance with CommuniQld's philosophy
- Contribute to a high level of achievement and continuous improvement

WORKPLACE HEALTH & SAFETY

- Responsibility for monitoring and improving the safety of the work area by identifying hazards, making recommendations and participating in the resolution of safety issues
- Contribute to the achievement of a safe and healthy environment by carrying out the responsibilities outlined in the CommuniQld Health & Safety policies manual

JUDGEMENT AND DECISION MAKING

- Exercise discretion in relation to resolving minor enquiries and requests, seeking direction from the Service Coordinator and/or other administration staff where necessary
- Respond sensitively to concerns and ensure matters are dealt with promptly or forwarded to the Service Coordinator



Key Selection Criteria

KNOWLEDGE AND SKILLS

- Ability to use initiative in responding to the immediate needs of the clients and their families while keeping professional boundaries in place
- Knowledge of and empathy with the needs of aged and/or people with disabilities and their carers
- Ability to foster co-operation and assistance in working relationships with clients and their families and other staff and volunteers
- Demonstrated flexibility, good organisational skills and a methodical approach to tasks
- Effective verbal and listening communications skills
- Capacity to understand the needs and issues of the dedicated client group and apply appropriate communication
- Demonstrated experience working with people in a service orientated role

QUALIFICATIONS & EXPERIENCE

- Certificate in Aged Care or similar
- Experience in a busy multi functioning team environment
- Minimum 2 years' experience working in aged care/health care sector
- Must hold a current Drivers Licence
- Current Yellow Card or the ability to satisfy the requirements of obtaining one

ATTITUDE REQUIREMENTS

- Demonstrate an understanding and ability to empathise with the needs of older people and people with a disability
- Strong communication, interpersonal, self-management and organisational skills, and ability to work within a busy, multi-functioning professional team
- Ability to maintain confidentiality and perform tasks in a non-judgemental manner
- Demonstrated ability to contribute as part of a team to provide a safe, equitable and rewarding workplace
- Ability to work to a deadline
- Demonstrated ability to work in an environment which is frequently changing and has high client expectations and competing priorities

PHYSICAL REQUIREMENTS

- Ability to undertake all physical requirements involved with the aged and disability care setting including some light lifting, bending, squatting, pushing, pulling, trunk twisting, kneeling and standing, and sitting for duration



Declaration
Please ensure one signed copy is returned to HR
<i>I agree that I have read and understand the Position Description detailed above.</i>
Print Name
Signature
Date