



Supporting our community on all sides

In Home Support Worker

Job Title:	In Home Support Worker
Employment Status:	Casual and ongoing
Location:	Outreach, Inner Northern Suburbs, Brisbane
Award:	Social, Community, Home Care and Disability Services Award – Community Services Worker Level 3
Reports to:	Coordinator of In Home Support and Package Care Service
Service:	Aged Care and In Home Support and Package Care
Scope:	The service provides support to clients in their home and in the community

Organisational Profile

Communityfy Queensland is a multi-service organisation that provides a range of programs and activities for families and individuals in the community to enhance their quality of life. Our primary concern is the welfare and wellbeing of socially, physically, intellectually and emotionally disadvantaged and vulnerable people in our community. We currently provide Aged and Disability Services, Day Respite, Childcare, Community Development, Community Education, Emergency Relief, Family and Individual Support, Home Assist Secure, Homelessness Intervention, Mental Health Services, NDIS, Neighbourhood Centres, Social & Multicultural Support and Venue Hire.

Service Profile

Communityfy 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.

Organisational Relationships

The In Home Support Worker reports to the Service Coordinator, who in turn reports to the Manager of Aged Care Services.

Key Objectives

- Assist with the Communityfy Aged Care and In Home Support and Packaged Care Service in a professional manner that meets the requirements of the policies and procedures of Communityfy Qld
- Contribute to the success of the Communityfy Aged Care and In Home Support and Packaged Care Service through active teamwork and effective performance of the responsibilities and duties of the position

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 and Experience

- Cert 3 in Aged Care, Individual Support or similar
- Minimum 2 years' experience working in Aged Care sector
- Must hold a current Drivers Licence and use of own vehicle for work purposes with appropriate insurance
- 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

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
- Safe, reliable vehicle

Responsibilities

Domestic Assistance and Social Support

- In consultation with the Service Coordinator assist clients to manage household hygiene by providing domestic assistance to the living areas of their home
- Reporting all client changes to circumstances immediately to Coordinator
- Carry out proper emergency procedures in accordance with Communitify Qld policy in the event of an accident or incident
- In consultation with the Coordinator, assist clients to manage household activities such as shopping, paying bills, meal planning, meal preparation and personal care

Administration

- Provide appropriate administrative support including the handling of monies to ensure the efficiency and effectiveness of the Domestic and Social Support service
- Maintain and record accurate data relating to service hours and work related travel
- Ensure compliance with and implementation of relevant legislation, statutory obligations, licensing regulations, awards, accreditation principles and Communitify Qld's Policies and Procedures

Communication

- Report to the Coordinator any changes in a client's behaviour, needs or circumstances, either immediately by telephone or on the appropriate form upon return to the office (depending on the circumstances)
- Maintain effective interpersonal skills, including the ability to liaise with carers, families and other staff, displaying care, consideration and respect for all those with whom communication occurs

Community

- Promote Communitify Qld services amongst clients, carers and families, service providers and the wider community

Team Contribution and Professional Development

- Be actively involved with team meetings, review, supervision and other program activities. Contribute to the decision making process regarding the organisation and program/service development
- Identify and attend professional development opportunities to ensure your personal and professional development

Quality Assurance

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

Workplace Health and 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 Communify Qld 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

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