

## POSITION DESCRIPTION

### COMMUNITY SUPPORT WORKER



<b>Position Title</b>	Community Support Worker	<b>Employment Instrument</b>	ADSSI Limited (trading as Adssi HomeLiving Australia) Enterprise Agreement 2016 Level
<b>Functional Area</b>	Home Living Services	<b>Financial delegation</b>	In accordance with delegation policies
<b>Organisational Context</b>	ADSSI Limited trading as <i>Adssi HomeLiving Australia</i> is a not for profit organisation that provides practical HomeLiving services that promote choice, lifestyle and independence. Our primary purpose is to make a difference in the lives of people in our community, particularly the frail aged, people living with disabilities and dementia, their carers and others who may be disadvantaged.		
<b>Organisational Relationships</b>	<p><b>Position reports to:</b> Senior Support Advisor</p> <p><b>Positions supervised by this position:</b> NA</p> <p><b>Key Relationships/Interactions:</b></p> <p>The position works closely and collaboratively with the HomeLiving Services Team, Customer Service Team – Service Coordination rostering, Senior Support Advisor Home Living Services Team Manager</p>		
<b>Position Summary</b>	The Community Support Worker is responsible for delivering basic support services to clients in accordance with their care plan.		
<b>Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>• Working towards a Certificate II in Community Services</li> <li>• Previous experience working with older people and people with a disability and/or knowledge of Consumer Directed Care, NDIS and Home Care Guidelines</li> <li>• Understanding of relevant aged and community care sector legislation, standards and guidelines</li> <li>• Provide First Aid certificate</li> <li>• Current NSW driver's license, comprehensive vehicle insurance and a safe driving record</li> </ul>		
	<p>Completion of the online training listed below and production of completion certificates is required prior to starting work:</p> <ol style="list-style-type: none"> <li>1. <b>What is Dementia?</b> from Alzheimer's Australia. The program takes about one hour to complete. Note: when registering select the default "NA-Not Applicable" option under "Organisation". Go to <a href="http://www.dementialearning.org.au/course-offerings">http://www.dementialearning.org.au/course-offerings</a>.</li> <li>2. <b>LGBTI Training for the Aged Care Sector</b> available via ACON</li> </ol>		
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Solution-focused style and approach</li> </ul>		

	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills</li> <li>• Commitment to professional development and continuous improvement</li> <li>• Strong work ethic, integrity and customer service focus</li> <li>• Capacity to work independently and as part of a team</li> <li>• Ability to foster client engagement</li> <li>• Strong commitment to enabling real client choice</li> <li>• Commitment to assisting clients to set personalised goals</li> <li>• Sales awareness</li> <li>• Understanding of pricing</li> <li>• Ability to manage client expectations around choice</li> </ul>
<b>Availability</b>	<ul style="list-style-type: none"> <li>• Must be available Monday to Friday from 7am to 7pm</li> </ul>
<b>Required Competencies</b>	<ul style="list-style-type: none"> <li>• Demonstrated ability to provide support services to clients in accordance with their care plan within a community care environment</li> <li>• Be comfortable working with smart phone applications</li> <li>• Basic understanding of Work Health Safety Act including risk management, manual handling and infection control</li> <li>• Strong interpersonal skills and ability to communicate effectively</li> <li>• Ability to build and maintain effective working relationships with a range of stakeholders</li> <li>• Sound organisational and time management skills</li> <li>• Demonstrated initiative to motivate self to deliver high quality customer service to internal and external stakeholders with a focus on continuous quality improvement</li> <li>• Ability to solve problems and make appropriate recommendations to the relevant coordinator in relation to client service</li> </ul>
<b>Key Responsibility Areas</b>	
<b>Vision, Purpose and Values</b>	<ul style="list-style-type: none"> <li>• Actively develop and promote the desired organisational culture by ensuring all interactions, documentation and communications align with and support the organisation's vision, purpose and values</li> </ul>
<b>Summary</b>	<ul style="list-style-type: none"> <li>• The Community Support Worker is responsible to provide a range of services to clients and their carers which assists with the practical aspects of day to day living. In particular, but not limited to, the position is responsible to:</li> </ul>
<b>Service planning</b>	<ul style="list-style-type: none"> <li>• Plan own activities and work schedule in collaboration with the Senior Support Advisor</li> </ul>
<b>Operational activities</b>	<ul style="list-style-type: none"> <li>• Ensure the highest quality of care and service is delivered to clients in accordance with legislative and regulatory requirements and project guidelines</li> <li>• Deliver high level client services by:</li> </ul>

	<ul style="list-style-type: none"> <li>○ Undertaking social support, meal preparation, transport, domestic assistance, personal care and respite as per the client's Individual Support Plan</li> <li>○ Assessing hazards in clients' homes and taking steps to minimise, control or eliminate identified risks to ensure a safe environment</li> <li>○ Implementing hygiene and infection control policies and procedures which includes: <ul style="list-style-type: none"> <li>a. Maintaining personal hygiene and dress standard in accordance with AHLA infection control requirements</li> <li>b. Wearing personal protective equipment correctly in accordance with organisational requirements</li> <li>c. Safely disposing of infectious and/or hazardous waste material in accordance with waste management policy and procedures</li> <li>d. Reporting or initiating action to address potential hazards</li> </ul> </li> <li>● In any interaction with clients ensure always that clients' rights are upheld in accordance with the Charter of Client Rights and AHLA's Code of Conduct and Ethics</li> <li>● Ensure services are delivered using a client-centred approach that values independence, dignity and choice</li> </ul>
<b>Administration and reporting</b>	<ul style="list-style-type: none"> <li>● Provide <b>monthly</b> updates to the Senior Support Advisor on achievements and challenges, including corrective, improvement or growth strategies</li> <li>● Refer client complaints to the Senior Support Advisor</li> <li>● Maintain up to date documentation, client files and reports</li> <li>● Complete and submit documentation relating to service delivery and travel in accordance with policy and procedures</li> <li>● Recognise and report any changes in a client's health and/or needs to the client's coordinator; such changes may include: <ul style="list-style-type: none"> <li>○ A client's condition, health status, mobility, circumstances or care needs</li> <li>○ Evidence of self-neglect, inability to feed self or swallow, uncharacteristic or inappropriate behaviour, impaired judgement or problem solving abilities, social rights infringements, environmental hazards, poor home maintenance, physical obstructions, inadequate heating, cooling, lighting or security</li> <li>○ Preferences as a result in a change in condition</li> </ul> </li> </ul>
<b>Community engagement</b>	<ul style="list-style-type: none"> <li>● Ensure all interactions with the community portray Adssi HomeLiving Australia as a professional and caring provider of community services</li> </ul>
<b>Compliance and continuous quality improvement</b>	<ul style="list-style-type: none"> <li>● Maintain accurate records within a secure environment that protects client confidentiality in accordance with relevant privacy legislation</li> </ul>

	<ul style="list-style-type: none"> <li>• Identify and implement continuous quality improvement and best practice initiatives to support a culture of continuous improvement</li> <li>• Assist with the evaluation of client needs and service provision resulting in the development and implementation of models of excellence and innovation in care and service delivery</li> <li>• Collaborate in the setting of KPIs for the position</li> <li>• Foster a working environment that values best practice and continuous quality improvement</li> <li>• Ensure quality performance in all service delivery using quality audit procedures such as spot checks, file reviews and client feedback</li> <li>• Manage the complaints, compliments and feedback process relating to the department to ensure timely resolution and contribution to continuous quality improvement</li> <li>• Contribute to the review, analysis and improvement of the department</li> <li>• Ensure the secure storage of client records to protect confidentiality</li> </ul>																		
<p><b>Work Health Safety and the environment (WHS&amp;E)</b></p>	<p>While at work you will actively promote a culture that values a safe and healthy workplace and take all practicable steps to;</p> <ul style="list-style-type: none"> <li>• Comply with the Work Health Safety Act and Codes of Practice</li> <li>• Ensure your own safety and the safety of others</li> <li>• Ensure your actions or inactions do not cause harm to any other person</li> <li>• Ensure that you are familiar with and comply with all health and safety policies and procedures</li> <li>• Report to management as soon as practicable, any accidents, incidents or hazards arising during the course of your employment</li> <li>• Report to management as soon as possible any of your concerns relating to health and safety</li> <li>• Participate in the Adssi HomeLiving Australia rehabilitation program</li> </ul>																		
<p><b>Organisational culture</b></p>	<p>Adssi HomeLiving Australia's culture is based on the following:</p> <p><b>Core values:</b></p> <table border="0"> <tr> <td>Good Governance</td> <td>Client Focus</td> <td>Quality Focus</td> </tr> <tr> <td>Professional Conduct</td> <td>Results Driven</td> <td>Consultative</td> </tr> </table> <p><b>Support values:</b></p> <table border="0"> <tr> <td>Leadership</td> <td>Excellence</td> <td>Communication</td> </tr> <tr> <td>Integrity</td> <td>Accountability</td> <td>Independence</td> </tr> <tr> <td>Engagement</td> <td>Goal focused</td> <td>Innovation</td> </tr> <tr> <td>Supportive</td> <td>Life balance</td> <td>Fun</td> </tr> </table> <p>It is the expectation that all staff and volunteers uphold these values and are committed to the organisation's vision and purpose.</p> <p><b>Vision:</b> To make a difference in the lives of people in our community</p>	Good Governance	Client Focus	Quality Focus	Professional Conduct	Results Driven	Consultative	Leadership	Excellence	Communication	Integrity	Accountability	Independence	Engagement	Goal focused	Innovation	Supportive	Life balance	Fun
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	<p><b>Purpose:</b> By providing practical HomeLiving services that promote choice, lifestyle and independence</p> <p><b>Environmental commitment:</b> Adssi HomeLiving Australia is committed to developing and implementing practices for controlling our impact on the environment, conserving and enhancing our use of resources and managing waste.</p>
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**SIGNATURES**

Employee Name	Date
Employee Signature	
Line Manager Name	Date
Line Manager Signature	

EXAMPLE

# KEY PERFORMANCE INDICATORS

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## Performance levels defined

Exceeded (E)	Performance exceeds expected outcomes
Met (M)	Performance against objective is in line expected outcomes
Partially Met (PM)	Performance against objectives partially meets expected outcomes.
Not Met (NM)	Performance against objectives is well below expected outcomes and requires immediate intervention to correct gaps in individual performance

EXAMPLE

Core Topic	Key Objective	Performance Indicators Specific, Measurable, Attainable, Relevant, Timely	Performance Level				Line Manager's Comments
			NM	PM	M	E	
WHSE	1. Ensure a safe and healthy workplace	<ul style="list-style-type: none"> <li>100% of incident investigation recommendations are implemented within the specified time frame</li> </ul>					
		<ul style="list-style-type: none"> <li>100% of hazards rectified within the specified time frame</li> </ul>					
		<ul style="list-style-type: none"> <li>100% of accidents are reported to line manager within 1 business day of the event</li> </ul>					
		<ul style="list-style-type: none"> <li>100% of hazards are reported to line manager within 5 working days for a minor hazard; or 48 hours for a serious hazard</li> </ul>					
	2. Use of appropriate PPE, maintain personal hygiene & dress standard	<ul style="list-style-type: none"> <li>Full participation in spot check process</li> </ul>					
		<ul style="list-style-type: none"> <li>100% scoring on each spot check</li> </ul>					
		<ul style="list-style-type: none"> <li>Full compliance with uniform policy on each shift</li> </ul>					
	3. An appropriate motor vehicle is used	<ul style="list-style-type: none"> <li>Car meets guidelines</li> </ul>					
		<ul style="list-style-type: none"> <li>Car is clean both inside and out to standard</li> </ul>					

Core Topic	Key Objective	Performance Indicators Specific, Measurable, Attainable, Relevant, Timely	Performance Level				Line Manager's Comments
			NM	PM	M	E	
Quality	1. Ensure that work is performed to the required standard	<ul style="list-style-type: none"> <li>100% use of the Carelink+ app for logging on and off</li> </ul>					
		<ul style="list-style-type: none"> <li>Biographical information in MSS is fully up-to-date, reviewed annually</li> </ul>					
		<ul style="list-style-type: none"> <li>100% of leave requests are placed through MSS</li> </ul>					
	2. Client feedback	<ul style="list-style-type: none"> <li>Feedback on work performed, attendance, and attitude is positive, assessed each month</li> </ul>					
<ul style="list-style-type: none"> <li>No client complaints per month</li> </ul>							

EXAMPLE



Core Topic	Key Objective	Performance Indicators Specific, Measurable, Attainable, Relevant, Timely	Performance Level				Line Manager's Comments
			NM	PM	M	E	
Operations	1. Provide an effective community care service	• 100% of rostered services completed each day					
		• Average 95% of allocated shifts acceptance over the next 12-months					
		• 90% of stakeholder feedback at spot checks is positive					
		• 4 Service User Reports are completed each month					
		• 100% compliance with Individual Support Plans daily					
	2. Communication with stakeholders is effective	• Service Users Reports are clear, concise, accurate, complete and timely					
		• 4 Service User Reports are submitted each month using the CareLink notes template					
	3. Effective participation in learning and development activities	• 90% attendance at team meetings measured annually					
		• 100% attendance for the duration of team meetings (only leave early if rostered to work)					
		• 100% participation in scheduled meetings					
		• 100% completion of learning and development activities annually					
		• 100% engagement at supervision and support discussions annually					

The achievement of the Key Objectives and Performance Indicators within this plan will form part of the performance management of the individual and will be reviewed in the specified timeframe.

Line Manager's Signature	Date	Employee signature	Date
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