

Position Description

Created: December 2018

Position Title:	Support Worker (in-home)
EFT:	Casual
Department:	Client Services
Location:	Gold Coast, QLD

Position reports to:	Team Leader, Client Services
Position supervises:	Nil

Purpose of Position:

The purpose of this position is to support the client to participate in meaningful activities and maintain social engagement through individual and group programs within their local community and respite services. In addition this role will provide assistance such as personal care and domestic assistance to support people to remain living in their own homes. By working within a wellness approach, the Support Worker aims to build on the strengths, capacity and goals of each person to maximise their independence and improve each person's quality of their life.

Position Objectives and Responsibilities

Service Delivery

- Facilitate activities for people living with dementia and provides opportunities for involvement to maintain their skills and abilities and promotes personal choice
- Provide assistance and support to the client and family carer to understand the changing circumstances that may be associated with the progression of dementia while acknowledging that the person living with dementia is the expert in their life.
- Provides regular and timely feedback to their Team Leader/Manager on any issue relating to the person with dementia and their carer/family member
- Observe changes in the person's social, psychological or physical wellbeing; notates these observations in the clients' file; and brings to the attention of Manager/Team Leader any issues of concern
- Support the client to take risks, if they choose to, enabling them to live the best life they can
- Assist in the development of individual support plans where appropriate and maintains an up to date understanding of the person's wellbeing needs

- Respect the confidentiality of the person living with dementia and their carer/family members
- Provide appropriate levels of support to ensure people living with dementia maintain their optimum level of involvement and independence in social activities, activities of daily living and/or domestic assistance as required
- Recognise and seek assistance from other staff members when activities fall outside the worker's ability or area of responsibility
- Maintain medication competency and follows medication guidelines according to training, where appropriate.
- Minimise infection control risks to the client by maintaining good hand hygiene practices and maintaining own health
- You may be required to occasionally perform in-centre duties as required

Communication & Team Work

- Develop strong team relationships, fostering positive relationships within Dementia Australia, colleagues and across departments.
- Collaborate with other team members to ensure integrated and coordinated approaches to addressing client needs.
- Promote an awareness of the needs of people with dementia, and their carers from special needs groups including those from diverse cultural backgrounds, people who identify as being LGBTIQ, Aboriginal and Torres Strait Islander, and people living in rural and remote areas, and develop culturally appropriate service strategies to meet individual needs and improve service access.
- Participate in, and contribute to service evaluations, planning and development
- Participate in team projects/activities/meetings as relevant to the position
- Participate as requested to provide peer support to other employees
- Participate in supervision with relevant senior professionals

Administration and Documentation

- Ensure that client activity and other appropriate information is documented in line with professional and legal standards.
- Ensure timely and accurate management of client information and utilise prescribed databases for the recording of client information and to report outputs to meet funding agreements.
- Ensure the timely management of incidents, complete incident reports and escalate incidents against policies and procedures
- Complete service reports where appropriate

	<ul style="list-style-type: none"> • Ensure client service programs are delivered in a timely and cost effective manner to established standards, identifying opportunities for improvement where appropriate.
Organisational Responsibilities	<ul style="list-style-type: none"> • Communicate and act in ways that are consistent with the organisation's values. • Support and promote the work of the organisation, maintaining a positive image of the organisation. • Apply and uphold the principles of a respectful, inclusive and diverse workplace, free from discrimination, harassment or bullying. • Maintains own personal development and attends mandatory training as required
Policies and Procedures	<ul style="list-style-type: none"> • Adhere to, and comply with, organisational policies, processes and procedures, using appropriate systems where required. • Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisation. • Demonstrate a strong commitment to a quality culture, implementing standards of excellence and a continuous improvement business focus. • Support and promote a strong safety culture by ensuring all work activities are performed in compliance with the organisation's Work Health and Safety Policy.

Qualifications:

Certificate III in Aged Care or demonstrated equivalent experience

Experience, Skills and Knowledge:

1. An understanding of dementia and its impact on the person with dementia, their family and carers*
2. Previous experience in a similar role within a community or respite service*
3. Ability to engage in meaningful relationships with people with dementia, support their abilities, promote their dignity and provide reassurance and validation of their feelings*
4. Ability to plan and facilitate age appropriate activities based on the interest of participants*
5. Ability to create and sustain an environment that supports and empowers people with dementia*
6. Proven ability to work autonomously as well as part of a team*
7. Demonstrated high level of verbal, written and interpersonal communication*
8. Proven ability to independently problem solve, negotiate with others and be flexible and creative in meeting the individual needs of a person with dementia
9. Committed to support the needs and rights of people from diverse cultures and lifestyles

-
10. Strong time management skills and the ability to be proactive
 11. Understanding of privacy and confidentiality principles for people living with dementia, their families, friends and carers

** Key selection criteria*

Conditions of Employment:

- A six month qualifying period applies to all new incumbents.
- Salary packaging is available.

Additional Requirements:

The (prospective) employee will be required to:

1. Maintain a current driver's licence in the relevant state. Access to and willingness to use own car (with reimbursement).
2. Provide evidence of entitlement to work in Australia, the maintenance of such entitlement being critical to continuance in the role.
3. Undertake a Police Check prior to being offered the position.
4. Be flexible in work hours at times to meet the reasonable demands of this position.
5. Be willing to undertake travel as may be required with the position.

Signatures:

The employee's signature indicates:

- that the employee has read, understood and accepted this Position Description.
- that the employee is not aware of any condition (physical or psychological) which may negatively impact on his/her ability to carry out the duties as described.

Employee:

Name: _____

Sign: _____

Date: _____

Manager:

Name: _____

Sign: _____

Date: _____