# PART A: POSITION DESCRIPTION

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| **Position Title:** | Support Worker (Aged care) | **Location:** Multiple Locations |
| **Group:** | Aged care support | **Reports to:** Team Coordinator |

**Organisation Purpose**

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| **Vision** | **Mission** | **Values** |
| The best opportunities for people on the autism spectrum | We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focused & user-driven | We are passionate about people, about being positive and about what is possible. |

**Team Purpose**

To provide support, training and individual planning for older people in our aged care setting, with a focus on supporting people to achieve a life they find meaningful.

# Position Purpose

Provide support to older people to build independent living skills and create meaningful involvement in their communities. The focus is on learning for life and using each individual’s strengths to further build capacity and independence.

You will also support service users who have life-limiting or terminal illnesses to relieve pain and support their quality of life during this time.

# Outcomes

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| Outcomes required from the role | * Effective relationships are established with service users that encourage self- determination and participation * Competent personal care, assistance with daily living requirements and home help with the service user’s living environment is provided to all designated service users * Participation in the development, implementation and review of service delivery and planning for designated service users * Care is delivered in accordance with the service user’s Care Plan and all CACP policies and procedures * Service users are provided with transport that assists them to access community, recreational and other services * Required number of daily service user visits are achieved and care is provided in a timely manner * Punctuality is maintained for all service user visits * Effective communication with service users, staff and management * Positive feedback is received from service users and other stakeholders | * Any significant changes that could be reasonably noticed in a service user’s living situation, personal care, daily living needs, health status or any other significant matter is reported promptly to the Care Coordinator * Critical incidents that are likely to impact on the service user, program staff or other persons are reported promptly to the Care Coordinator * Risks to service users, staff and TSA are identified and brought to the attention of the Care Coordinator as soon as possible * Required documentation about risks, hazards or critical incidents is completed efficiently, thoroughly and promptly * All CACP documentation and administrative requirements are completed * Attendance at all required workplace training; including First Aid, Bullying and Harassment, EOSH, OHS and infection control, and application of learning and demonstration of competency in the workplace * Positive contributions are made to the Care Coordination team * Contributions are made to continuous quality improvement processes to ensure a high standard of practice and service delivery |

# Scope and specialist competencies

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| Scope | Support workers can expect to assist up to 6 service users per day; this may vary depending on the level of service user needs. Services provided to service users are recorded by support workers on their allocated smart phone via the workplace-provided app or as a hardcopy document (as directed by your supervisor). | Support workers:   * provide support to aged service users with a variety of needs * work independently under the direction of a Care Coordinator and follow the service users care plan * work flexibly to meet the needs of older disadvantaged people with complex needs * work as part of a team along with Care Coordinators and other staff to achieve the best outcomes for service users and their carers. |
| Specialist competencies | Building service user relationships | Respects consumer confidentiality; Establishes and maintains service user boundaries; Aware of own attitudes and biases, and how they impact on interactions; Develops and implements communication strategies specifically tailored to presenting consumers and needs; Builds positive relationships with consumers and those connected with consumers including carers, parents, partners, families |
| Aged care | Demonstrates knowledge and skill in safe use of aged care equipment; Demonstrates service user level of knowledge of the behavioural and psychological dimensions and symptoms of dementia; Knowledge of infection control requirements and procedures; Provides services to aged consumers that enable them to maximise their independence and participate in ‘activities of living’; Supports aged consumers with emotional issues including grief; Recognises the need for referral to the Care Coordinator and takes service user action |
| Challenging behavior | Responds effectively to challenging behaviour; Identifies and uses service user strategies to deal with challenging or high risk situations; Takes steps to address or refer aggressive or abusive behaviour; Implements service user communication strategies to build relationships with consumers who are involuntary or present communication challenges; Understands and implements service user procedures and strategies to deal with crisis situations |

**PART B: POSITION CRITERIA**

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| **Capabilities** | **Values driven** | Valuing individuality, respecting differences, encouraging choice, ensuring dignity |
| **User focused** | Committed to and acts for well-being of internal and external consumers; ensures needs of service users remain key focus |
| **Resilient** | Remains calm, focused and maintains perspective when faced with change, crisis and difficulty; does not give up or get disheartened when faced with obstacles. |
| **Inclusive** | Respects differences in all its forms; recognises the rights of others; is non-judgemental |
| **Continuous Improvement** | Contributes to evidence-based practice; reflects on practice; identifies opportunities for improvement; acts to implement improvement |
| **Teamwork (co- operation)** | Active participation in and facilitation of team effectiveness; taking actions that demonstrate consideration of the feelings and needs of others and being aware of  the effects of your behavior on others |
| **Planning and organising** | Establishing a course of action for self and/or others to accomplish a specific goal; planning service user allocation of resources |
| **Tolerance for stress** | Maintaining a stable performance under pressure and/or opposition (such as time  pressure, job ambiguity or challenging situations) |
| **Communication & interpersonal skills** | Good verbal and written skills, showing empathy and maturity, conflict resolution, analytical and problem-solving skills |
| **Knowledge & experience** | Knowledge and/or experience in supporting adults and young people with a disability  Computer skills including intermediate Microsoft Word skills  Experience in positive behaviour support planning and person centred planning | |
| **Qualifications** | Certificate III in Individual support with medication assistance (or equivalent) or the willingness to complete a Certificate III in this field | |
| **Job requirements (Essential)** | National police criminal history check, service userly cleared  Working with Children Check, service userly cleared  You may be required to work at different locations, with a group of participants or one on one | |
| **Job requirements (Desirable)** | Previous experience in other community or health care, for example, disability, mental health or dementia will be looked upon favorably. | |

**PART C: APPROVED BY**

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| Position approved by: | [name and position] | Date: |  |

# PART D: ACKNOWLEDGEMENT OF INCUMBENT

I have read and understood the requirements of the position.

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| Name: |  | Date: |  |