

## Role Profile

Position	
Position Title	Community Support Worker
Business Unit/Program	Operational Services – Community Support
Relationships	
Reports to:	Team Leader
Direct reports:	NA
Purpose of the Position	
To provide a range of services and support to people over the age of 65 to strengthen their capacity to continue with activities of daily living, social and community connections including respite care, domestic assistance, personal care and other social services.	
Key Responsibilities <i>(the following description of responsibilities is not exhaustive and may include others as directed from time to time)</i>	
Service Delivery	<ul style="list-style-type: none"> <li>• Apply a re-enablement and wellness approach aimed at maximising independence by learning or re-learning the skills necessary for daily living and the confidence to live at home</li> <li>• Work within the rostered timeframes</li> <li>• Report regularly to managers regarding client progress</li> <li>• Report immediately any changes in a person's health and wellbeing</li> <li>• Implement a range of client supports as per individual service plan</li> <li>• Administrative task as required</li> <li>• Community Support Workers rostered to lead group activities will be required to develop group programs and undertake client documentation utilising the current client database and Microsoft word programs</li> <li>• Community Support Workers may be assigned to support clients with a range of the following service types dependent on skill, experience and preference</li> </ul> <p><u>Personal Care</u></p> <ul style="list-style-type: none"> <li>• Showering, bathing, dressing, toileting</li> <li>• Grooming</li> <li>• Eating/drinking assistance</li> </ul> <p><u>Domestic Assistance</u></p> <ul style="list-style-type: none"> <li>• Provide in home cleaning tasks as required eg showers, baths, toilets, floors, stoves, fridges, changing bed linen, ironing, cobwebs etc</li> </ul> <p><u>Respite Care</u></p> <ul style="list-style-type: none"> <li>• Provide active companionship and care to clients in home or community based settings</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide appropriate meals for clients when involved in all-day respite, as per care plan</li> <li>• Perform care activities which would normally be given by the family or primary care giver</li> <li>• Encourage and assist the client to participate in social and recreational activities as agreed</li> </ul>		
<b>Governance, Compliance and Quality Control</b>	<ul style="list-style-type: none"> <li>• Ensure familiarity, understanding and abide by Intereach policies and procedures as outlined in the Employee Handbook</li> <li>• Contribute towards policy development</li> <li>• Keep up-to-date with changes in government legislation, in relevant areas of responsibility</li> <li>• Identify and implement improvements to operational processes and procedures to enhance program functions</li> <li>• Maintain confidentiality</li> </ul>		
<b>People and Culture</b>	<ul style="list-style-type: none"> <li>• Participate in regular team meetings to discuss progress, issues, planning and professional development</li> <li>• Participate in supervision</li> <li>• Participate in training and development relevant to the role</li> <li>• Actively develop and maintain supportive relationships with all staff</li> </ul>		
<b>Financial</b>	<ul style="list-style-type: none"> <li>• When incurring expenses on behalf of Intereach, ensure this falls within budgetary guidelines</li> </ul>		
<b>Work, Health and Safety</b>	<ul style="list-style-type: none"> <li>• Understand and comply with WH&amp;S policies and procedures and legislative requirements</li> <li>• Communicate with WH&amp;S representatives and supervisors, particularly regarding hazards in the workplace</li> <li>• Participate in programs to improve risk management, including health and safety within the workplace</li> </ul>		
<b>Organisational</b>	<ul style="list-style-type: none"> <li>• Develop and maintain effective relationships with key stakeholders</li> <li>• Champion the values and principles of Intereach within all aspects of our work</li> <li>• Become familiar with all programs across the business</li> <li>• Actively promote Intereach services and programs within the broader community</li> <li>• Liaise with other Intereach teams/services in order to achieve maximum benefit from resources within the organisation</li> </ul>		
<b>Core Competencies</b>			
<b>Core Competencies</b> (As defined in the Intereach Code of Conduct Framework)	<b>Intereach Value</b>	<b>Competency</b>	<b>Level Required</b>
	Leadership	Communicating with impact	1
		Focus on results	1
	Partnership	Managing relationships	1
		Working as a team	1
Social Justice	Acts courageously	1	

		Respects and values differences	1
<b>Selection Criteria</b>			
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Experience or strong interest in working with frail aged people</li> <li>• Ability to work efficiently and effectively without direct supervision</li> <li>• Experience in providing personal care and high quality domestic assistance</li> <li>• Sound communication skills and high level of customer service</li> <li>• Demonstrated understanding of the needs of older people, carers and people with disabilities</li> <li>• Demonstrated ability to engage clients and work in partnership with them to achieve their goals utilising a re-enablement approach</li> <li>• Certificate III Aged Care, Disability or Home and Community Care or equivalent</li> <li>• Current First Aid Certificate</li> </ul>		
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Basic to intermediate Microsoft Office skills</li> <li>• Workplace Hygiene</li> <li>• High level of hygiene and cleanliness practices</li> <li>• Safe manual handling</li> </ul>		
<b>Mandatory Requirements</b>			
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Current drivers licence and motor vehicle (with comprehensive insurance cover)</li> <li>• Current Criminal Record Check or willingness to undergo check</li> </ul>		
<b>Acknowledgement of receipt and understanding of the Role Profile</b>			
<b>Name</b>			
<b>Signature</b>			
<b>Date</b>			