

## Position Description

*Private and Confidential*

## Support Worker

## The Organisation

For over 35 years, LiveBetter Community Services has been delivering specialist service provision for the people of regional Australia. We are a not-for-profit organisation, originally formed through an amalgamation of several like-minded, regionally based organisations, with our head office based in Orange NSW and around 50 homes, day centres, respite cottages, offices and community hubs across Central Queensland and regional NSW.

Currently we deliver more than 80 customer-focused service programs across the aged care, disability, community development, child and family, Out of Home Care, clinical and mental health sectors, from offices and facilities in more than 45 communities. We employ more than 1600 people and 400 volunteers and in the last 12 months we provided care and support to more than 13,000 individuals and families living in regional, rural and remote communities.

Focusing on support in the home, and connections to the community, our approach to service delivery is to work with our customers in a holistic manner, seeking to meet their goals, needs and preferences. We also assist community members with information, linking and referrals.

As the need for community services remains strong, LiveBetter continues its significant growth, with steady growth in staff numbers, service capacity and diversity and in geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter's annual revenue is more than \$100 million. 80% of revenue comes directly from Commonwealth and State Government funding, with service user contributions and revenue from commercial activities making up the balance.

LiveBetter is positioned as one of the largest regionally based providers of community services in eastern Australia. LiveBetter remains focused on ensuring programs and services are provided by local staff and tailored to the individual needs of local people and communities.

**Our Purpose:** *We inspire possibility by giving people access to support in their chosen community*

**Our Mission:** *By connecting capable, passionate and caring locals with those who need support*

### Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

## The Position

<b>Position title:</b>	Support Worker
<b>Location:</b>	Longreach
<b>Job Type:</b>	Permanent Part Time
<b>Reports to:</b>	Program Coordinator
<b>Direct reports:</b>	Nil

## Service Description

The Aged and Community Services (ACS) team provide specialist consumer directed, multi-disciplinary aged, health, respite, case management and social supports to communities throughout regional and remote NSW and QLD. A team of dedicated staff provide services that are predominately community based and aim to support our customers to remain independent, support social inclusion and maintain a healthy home environment. Our fully trained and qualified team delivers services to a range of customers within the community including the frail aged, people transitioning from hospital and those living with a disability. ACS services are delivered within a re-enablement and recovery framework, supporting customer choice and control, independence and promotes holistic care and support.

## Key Position Responsibilities

The Support Worker works within a team providing services to customers living in the community. The role assists customers to maintain their independence in a community setting and provides ongoing domestic, personal and social support to people living in the community.

Support Workers are required to undertake personal care services with Community Care customers. They are also required to undertake and pass LiveBetter Clinical Care Core Competencies training and other mandatory training.

### ***The Support Worker is primarily responsible for:***

- Providing domestic assistance, personal care, respite, transport, social and emotional support to people living in the community. This includes but is not limited to:
  - Assisting customers with their personal care needs – this may include toileting, bathing, showering, oral hygiene and other personal hygiene needs.
  - Assisting customers with cooking, food preparation and meal planning.
  - Performing domestic duties such as (but not limited to) vacuuming, laundry, general cleaning, dusting, washing dishes, cleaning windows, cleaning carpets, making beds, basic home and garden maintenance.
  - Transport to medical appointments, social engagements, shopping (including assisting with shopping) and other outings as required.
- Supporting carers of people who are frail aged including people with dementia and assisting them to maintain their caring relationship.
- Delivery of services that promote the dignity, independence and empowerment of customers.
- Adhering to the documented and approved Care Plans.
- Monitoring any changes in customer needs and reporting them to the Community Care Coordinator or Team Leader.
- Immediately reporting any changes in customer conditions or incidents to the Community Care Coordinator or Team Leader.

- Respecting the privacy and confidentiality of customers in accordance with privacy legislation and Policies and Procedures, during and beyond the period of employment.
- Maintaining up to date accurate Customer progress notes in line with business requirements.

## Risk

All staff must be aware of operational and business risks. They should:

- Provide input into various risk management activities assist in identifying risks and controls.
- Report all emerging risks, issues and incidents to their manager or appropriate officer.

## Person Specification

### *Essential*

- Willingness to undertake personal care services with customers.
- Willingness to undertake and ability to pass LiveBetter Clinical Care Core Competencies training and other mandatory training.
- Availability of a fully registered and comprehensively insured vehicle.
- A caring and compassionate approach with the ability to communicate effectively.
- Ability to work effectively in a team environment as well as independently, whilst enjoying a degree of responsibility in your position.
- Ability to be flexible in work hours and approach to meet the needs of our customers.
- Experience in the use of technology such as smart phones and computer programs.

### *Desirable*

- Previous experience in a similar role.
- Certificate III in Aged Care or Certificate III in Individual Support or equivalent.

## Other Mandatory requirements

- Current First Aid and CPR Certificate
- Pass a National Criminal History Check and pre-employment medical assessment (including drug and alcohol screening).
- Obtain a positive Disability Services Exemption Notice card (yellow card)
- Obtain a positive notice blue card
- Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role
- Ability to be flexible with work hours to meet reasonable demands of the position and needs of our customers.

## Remuneration

As determined by the Social, Community, Home Care and Disability Services Industry Award 2010. Salary packaging opportunities are available.

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

Employee Name:		Date:	
Signature:			