

Aged Care Support Worker

Program:	Aged and Disability Services
Location:	151 Belmore Road Riverwood 2210
Responsible to:	Team Leader
Key Relationships:	Service Manager & Team Leader
Award:	Social, Community, Home Care and Disability Services Industry Award (SCHCADS Award) Level 2 pay point 1-4

About our Aged and Disability Service

The RCC Aged Care Program is funded by the Commonwealth Government under the Commonwealth Home Support Program. RCC strives to provide a range of high quality services to older people in their home and in the community. These services aim to empower older people by meeting their individual needs and encouraging positive ageing and wellbeing. The program focuses on client's strengths, capacity and goals to help them remain living independently and safely at home. Supports will include assisting clients to participate in social support groups, individual supports such as accompanied activities, assisted shopping, attending personal and medical appointments, list shopping, domestic assistance, home visiting, light gardening and transport services.

Aim of the position

Reporting to the Aged and Disability Team Leader, the Support Worker is responsible for the delivery of care to clients through safe and effective work practices. Key responsibilities and activities include the delivery of inclusive and culturally appropriate individual supports and programs to aged care clients which follows a Wellness and Reablement Approach in a Consumer Directed environment. To deliver a high standard of care to clients in accordance with care plans, aged care quality standards and Riverwood Community Centre policies and procedures. To work as part of a team which operates in a manner that is conducive to effective teamwork and maintaining good relationships with clients, team members, supervisor/manager, carers, and other key stakeholders.

KEY ACCOUNTABILITIES / RESPONSIBILITIES

- Assist the Team Leader to implement strategies that provide people with a range of suitable activities and supports that promote Wellness and Reablement and Consumer Directed Care that focus on individual goals outlined in the support plan
- Delivers activities, which promote emotional and intellectual stimulation and support, whilst maximising their independence and self-determination.
- Contribute to the formulation and review of client care plans in collaboration with the client, Team Leader and other members of the team
- Effectively communicates with the aged care clients, supervisor and other team members regarding the program and routines as identified to meet the individual's needs
- Tend to any personal care needs of the individual as required in a respectful and caring manner

- Maintain standards of confidentiality while relating to clients, families, carers, colleagues and others as appropriate
- Participate as a team player with strong organisational skills, ability to adapt and solve problems
- Maintain accurate and legible records of all administrative functions of the programs and are submitted within allocated timeframes
- Actively participate and provide an ongoing commitment to the Quality Assurance processes and continuing improvement of the programs.
- Receive regular supervision from the Supervisor or informally as needed. Attend and actively participate in staff annual appraisals, team meetings and any other meetings as specified
- Be actively involved in training and assist in the training of other program staff
- Ensure that volunteers and/or students are supported appropriately and that they receive direction whilst working in the program
- Be aware of and able to implement the Aged and Disability Standards and Riverwood Community Centre Policies, including WH&S
- Ability to work flexible hours to meet the individual consumer needs and program development

COMPETENCIES TO BE DEMONSTRATED:

- Demonstrates knowledge of the Aged Care Quality Standards
- Demonstrates care competencies and how to implement Wellness and Reablement, Consumer Directed Care and a Person-centred Approach
- Clients receive appropriate levels of support essential to promote and maintain independence and participate in appropriate activities
- Clients receive person centred supports which encourage clients to achieve identified goals and outcomes
- Works collaboratively together with others to achieve group goals and objectives. Continually strives to improve team effectiveness through communication, coordination and cooperation
- Practices effective communication with clients, manager, team leader and colleagues is maintained including advising of any potential risks to clients or the organisation
- Personal care supports are provided in a caring and supportive way always maintaining their dignity and respect
- Accurate and legible client records are completed within set timeframes. Documentation requirements are met as evidenced by internal audits, unscheduled agency checks and accreditations requirements

- Active attendance at team meetings, staff appraisals, and sharing of information on programs, client needs, feedback and suggestions and contributes to the ongoing commitment to quality improvement
- Adhere to program policy and procedures including WH&S reporting requirements. All WH&S procedures are followed correctly and reported within set timeframes
- All aged care concerns are reported to the team leader / program manager immediately and incident reports submitted within allocated timeframes
- Active participation in compulsory training. Demonstrates care competencies and knowledge of aged care standards

Essential Criteria:

Qualifications/Education/Knowledge

- Certificate 3 or above in Individual Support

Skills and Experience:

- Demonstrated skills in applying the Wellness and Reablement Approach and consumer Directed Care model of service delivery
- Demonstrated experience in facilitating innovative, active and inclusive programs that support and encourage client engagement
- Demonstrated interpersonal and communication skills particularly when working with clients from CALD backgrounds
- Effective written communication skills
- Effective team work skills that promote a positive workplace culture
- Knowledge of WHS and experience in developing and implementing risk assessments
- Current first aid certificate or willingness to obtain

Preferred:

- Ability to speak a second language
- Current driver's license and access to a fully comprehensively insured vehicle

Background Checks:

- The position is subject to a Police Check prior to commencement

Name: _____

Signature: _____

Date: _____