



# Position Description

## Support Assistant Flexicare

(Cleaner / Dining Room Service)

Wesley Retirement Living – Alan Walker Village Carlingford  
February 2023

### Agreement

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Signed – Manager

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Signed – Employee

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Date

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Date

**Do all the good you can**  
because every life matters



# Support Assistant Flexicare Wesley Retirement Living

## 1 Overview of Wesley Mission

Wesley Mission is a Christian organisation that has been caring for people for over 200 years, continuing the work of Jesus Christ in Word and deed.

### 1.1 Our Vision

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

### 1.2 Our Mission

Continuing the work of Jesus Christ in Word and deed.

### 1.3 Our Values

Out of Christian love and compassion we are driven by:

- Christlike servanthood
- Unfailing integrity, and
- Courageous commitment.

The organisational plan is based on five key result areas, namely:

- our clients
- our people
- our stakeholders
- our systems
- our financials.

Our position descriptions and performance plans are aligned with these five key result areas.

## 2 Overview of Wesley Retirement Living

Wesley Independent Living Units aim to provide residents with a safe, welcoming community where their wellbeing is always the priority. We aim to enhance the physical, emotional, spiritual and social wellbeing of people and our independent living units are designed around this.

## 3 Overview of role

The Support Assistant is responsible for the delivery of Flexicare services including cleaning, personal care, serving in dining room/café and responding to alarms/nurse call system.



## 4 Relationships

Reports to: Care and Education Coordinator – Alan Walker Village

Supervises: None

Key stakeholders: Village Manager – Alan Walker Village

## 5 Major role responsibilities

### 5.1 Our clients (those we serve within the organisation i.e.: operational areas)

- Perform delegated Flexicare activities in accordance with residents' requests and Village policies and procedures and the Shift Duty Lists.
- Observe, identify and report to your supervisor variations in residents' abilities and/or conditions.
- Provide professional level of Front of house service in Dining Room / Cafe
- Undertake documentation, in accordance with Village policy.
- Accept direction and seek assistance from your supervisor to fulfil role requirements.
- To carry out designated duties in a confident, caring efficient and conscientious manner so that each resident receives delivery of the highest quality Flexicare services in a discreet and sensitive manner.
- Maintain the privacy and dignity of residents.
- Liaise with family/person responsible/carers and other members of the health care profession to ensure good outcomes for residents.
- Perform other duties as designated by your Supervisor/Village Manager that are not inconsistent with your role as Flexicare Support Assistant

#### 5.1.1 Performance measures

- Positive resident satisfaction surveys.
- Key outcomes met as set out in the employee contribution and development program.
- Display our values and practice honesty, respect, transparency, reliability, empathy, team work and reflective self-awareness in all aspect of their work.
- Customer orders actioned in a timely manner

### 5.2 Our people (our team)

- Promote and ensure adherence to the Wesley Mission brand.
- Participate in the annual Employee Contribution & Development process (EC&D).
- Ensure all policies and procedures are understood and adhered to and seek consultation with the Village/Centre Manager as required.
- Participate in creating a team culture of support and respect.
- Support new or less experienced staff through the sharing of knowledge and by example
- Maintain effective communication within the team.
- Participate in the education programme including annual Fire Safety and Evacuation training, Wesley Mission induction / orientation program and mandatory training as required.
- Participate in staff satisfaction surveys and recognition activities as required.
- Ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself.
- Regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc.



- Identify and recommend opportunities to increase team satisfaction
- Attend all scheduled meetings and ensure minutes are read
- Ensure all Human Resource (HR) policies and procedures are understood and adhered to, and seek consultation with the HR department as required

#### **5.2.1 Performance measures**

- Effective and active participation in the Employee Contribution & Development process.
- Contribution to and attendance at staff meetings.
- Currency of Individual Training Plan.
- Positive Wesley Mission Employee Satisfaction Surveys.
- Adherence to policies and procedures.
- Display of behaviours in keeping with Wesley Mission's Code of Conduct
- Works collaboratively in the team.

### **5.3 Our stakeholders (those we serve or work with outside the organisation)**

- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Identify and manage key partners including selection, overseeing review of external partner requirements and allocation of resources
- Build strong and effective relationships with key stakeholders to enrol their support for all projects and an integrated approach to communications.

#### **5.3.1 Performance measures**

- Stakeholders are clearly identified
- Clear and effective communication with all relevant parties used at all times
- A fully functioning feedback mechanism is readily accessible to those outside the organisation

### **5.4 Our systems**

- Ensure compliance with WHS requirements.
- Ensure all information registers are current
- Be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates
- Ensure that incidents and / or near misses are reported appropriately
- Read all Village/Centre communications within a timely manner.
- Select and use appropriate equipment - including manual handling equipment.
- Apply infection control principles and safe manual handling techniques.
- Participate in the collection of information and data for quality improvement activities as required.
- Ensure the reputation and integrity of Wesley Mission is maintained at all times.
- Attend significant social/ministry events, worship services and formal meetings within Wesley Mission as required.
- Practice within the guidelines described in the Code of Conduct and Ethics and other Statutory requirements.
- Demonstrate an understanding and strict compliance with the protocols, policies and procedures concerning privacy, dignity and confidentiality



- Communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates.
- Ensure hazards are identified and reported appropriately.
- Regularly review the systems and processes to seek more efficient and effective methods of delivery and to ensure continual improvement
- Support benchmarking studies where appropriate to aid in continuous improvement
- Ensure adherence to our project delivery processes

#### **5.4.1 Performance measures**

- Compliance with Village/Centre Policies, procedures and Work Instructions.
- Work tasks are completed within determined timeframes.
- Documentation is accurately completed in a timely manner as per Wesley Mission policy and procedure.
- Participated and added value in system improvements and program delivery.
- Completion of audits as required in a timely manner.
- Regular reporting requirements are met.
- Demonstrated collaborative practice that provides positive outcomes for residents, communities and service providers.
- Proactively supports a positive service culture across all service areas reflective of Wesley Mission's values.

### **5.5 Our financials**

- Deliver services on time and within budget.
- Assist meeting budget targets.
- Adhere to established financial policies and procedures relevant to Wesley Independent Living Units.

#### **5.5.1 Performance measures**

- Operate within departmental budget limits
- Compliance with centre policies, procedures and work instruction
- Invoices verified, coded and passed on for processing within 48 hours
- No wastage/shrinkage or incorrect ordering of consumable items.

## **6 Professional responsibilities**

- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- Participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- In relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- In relation to Wesley Mission attend worship services as encouraged by your supervisor
- Participate, at least annually, in Wesley Mission's Employee contribution and development process



- Take responsibility for personal career development and training
- Participate in Wesley Mission's Orientation program, to gain an understanding of the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- Ensure all HR policies and procedures are understood and adhered to, and seek consultation with the HR department as required
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- Promote the understanding and application of Equal Employment Opportunity (EEO) and Affirmative Action
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Maintain confidentiality at all times.

## **7 Selection criteria**

To be successful in this position, candidates must possess the following:

### **7.1 Essential skills/knowledge**

- Flexibility to work various shifts (Day / Afternoon / Sleepover)
- Demonstrable computer skills; proficiency in the use of Microsoft Office applications or equivalent
- Sound problem solving abilities
- Strong work ethic
- Demonstrated ability to effectively organise and plan workloads
- Demonstrable experience with proven results in a similar setting
- Thorough attention to detail
- Customer service or related experience dealing with people

### **7.2 Demonstrated behaviours**

- Willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our word and deed ministry
- Demonstrated ability to work unsupervised
- Effective team player with a positive can-do attitude
- Relates well to a range of people with sound listening and problem-solving skills
- Confident professional with strong initiative
- Ability to consult, liaise and maintain close work relationships within the team and other service providers
- High level interpersonal and communication skills (verbal and written)
- Excellent time management, multi-tasking and follow-up skills
- Highly organised
- Resourceful
- Good initiative
- Relates well to a range of people
- Ability to maintain confidentiality



### **7.3 Education/Qualifications**

- Certificate in Individual Support - Home and Community (Ageing) (desirable)
- First aid certificate
- CPR certified
- First Attack Fire Safety certificate
- Food Safety Handling