Position Description

Support Worker

Wesley Home and Residential Care
September 2017

Agreement

Signed – Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters

Support Worker

Wesley Home and Residential Care

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“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”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

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

- our clients
- our people
- our operations
- our financials.

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

2 Overview of Wesley Home and Residential Care

Wesley Home and Residential Care believes in providing every opportunity for people to live happy and fulfilled lives. We are committed to finding innovative and flexible ways to provide quality services for people while providing them with ways to learn, develop and achieve their goals.

The Wesley Home and Residential Care team delivers services in the following areas:

- Residential Aged Care
- Home Care
- Disability Services

3 Overview of role

The support worker provides individualised support to clients appropriate to their needs, goals and aspirations. Services may be provided to clients in either their own home and / or in a centre based setting. This may include, but is not limited to personal care, housework, transport, meal preparation and social activities for clients as well as developing skills in our clients to support their own day to day independence.

The role may be considered child related work under the Child Protection (Working with Children) Act

4 Relationships

Reports to: Service Team Leader or equivalent

5 Major role responsibilities

5.1 Our clients

- provide person centred support to clients in accordance with their individualised plan and in the least restricted environment
- provide opportunity for community access and inclusion
- ensure the dignity of each client is upheld
- respect the diversity of individuals
- enable clients to be as actively involved as possible in decisions concerning their life choices
- participate in the development and review of client's individualised plans as required
- report any changes in the needs of clients
- safely administer/prompt medications (within scope of competence)
- be a strong ambassador for the Wesley Home and Residential Care team.

5.1.1 Performance Measures

- high client satisfaction with Wesley Mission services

5.2 Our people (our team)

- maintain effective communication within the team
- promote and ensure adherence to Wesley Mission brand
- ensure all Human Resource (HR) policies and procedures are understood and adhered to
- on a quarterly basis, document your progress using the Employee Contribution & Development template and meet with your manager to discuss
- 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.

5.2.1 Performance Measures

- attendance at relevant staff development opportunities

- displays behaviour in keeping with the Wesley Mission values and code of conduct

5.3 Our operations

- ensure that there is high quality documentation including file notes
- incident forms are completed in a timely manner
- an awareness of mandatory reporting requirements
- participate in quality assurance activities
- be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates.

5.3.1 Performance Measures

- reporting requirements are met
- audits completed as required

5.4 Our financials

- be aware of the schedule of supports for each client with an NDIS plan
- be aware of the care plan for aged care clients
- seek opportunities to minimise expense wherever possible

5.4.1 Performance Measures

- work within financial limits

6 Professional responsibilities

- maintain the currency of all required Wesley Mission and legislated screening clearances and verifications (eg criminal record check, working with children check, key personnel in aged care etc)
- as directed, other activities to support the delivery of the Wesley Home and Residential Care Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- 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 on a quarterly basis in Wesley Mission's Employee contribution and development process
- take responsibility for personal career development and training

- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality.

7 Selection criteria

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

Demonstrated behaviours

- a positive contemporary attitude to people who are ageing or with a disability
- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an 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 and business acumen
- displays emotional maturity and resilience.

Essential skills/knowledge

- Certificate III in Individual Support or equivalent
- experience in providing support to clients with a physical or intellectual disability
- an understanding of the NDIS framework
- excellent written and oral skills
- outstanding interpersonal skills, flexible, patient and ability to relate well to all levels of society that Wesley Mission interacts with
- proficient computer skills in Microsoft Office
- first aid certificate (essential for workers in a group home, desirable for other workers)
- NSW Class C drivers licence (must have as a minimum a P2 licence to drive a Wesley Mission vehicle)
- comprehensively insured and registered motor vehicle (not required for workers in a group home)

Desirable skills/knowledge

- experience in CareLink +
- not for profit or cause related experience.