

Flexicare support assistant

Wesley Retirement Living

February 2026

Agreement

Signed–Manager

Signed–Employee

Date

Date

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 conceive, develop and 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: "...doing all the good we can because every life matters".

Out of Christian love and compassion we are driven by Soft Hearts: Open Hands: Sharp Minds (and) Hard Feet.

Our strategic plan is based on four key directions, namely:

- Deepening our Word & deed
- Claiming our prophetic voice
- Extending our impact
- Strengthening our organisation.

The range of community services we provide is amongst the most diverse of any Australian organisation. We are one of the largest community services organisations operating in NSW and the ACT, our work extending to other states and territories through our work in suicide prevention.

2. Overview and purpose of Wesley retirement Living

The purpose of Wesley Retirement Living is to support older Australians access to programs, community, connection and opportunities within a Wesley Mission Retirement Village.

It achieves its purpose by providing quality retirement village units, access to 24/7 emergency support, onsite catering and maintenance services.

Services include Alan Walker Village, Carlingford and Frank Vickery Village, Sylvania.

Its work is inspired by the organisation's vision, guided by its mission, informed by its strategy and underpinned by its values.

3. Purpose of role

The purpose of the role is to provide high quality, person-centred support to residents living independently within the retirement village, enabling them to maintain safety, dignity and community connection.

4. Relationships

Reports to: Flexicare supervisor and Village Manager

Key relationships:	Residents and their families, Flexicare team, maintenance department, External healthcare providers and village administration departments.
Industrial instrument:	Wesley Mission Residential aged care and villages, NSWNMA and HSU NSW enterprise agreement. CSE grade 2, level 2

5. Major role responsibilities

- Provide low-level support such as medication prompting and wellbeing checks
- Respond promptly to emergency call alarms in the residents units or around common areas of the village.
- Assist residents with domestic duties and personal care when required.
- Assist with front of house service in the village dining area.
- Maintain accurate records of resident concerns and incidents.
- Escalate concerns to Flexicare supervisor
- Contribute to a warm, respectful and community focused environment that promotes safety and independence.
- Provide first aid as required and liaise with emergency services when necessary.

6. Professional responsibilities

- Support and work in a way that is consistent with the organisation's mission of continuing the work of Jesus Christ in Word and deed.
- Ensure your own health and safety and the health and safety of others by behaving safely at all times in relation to work. Report hazards and incidents to your supervisor and in accordance with the organisation's Work Health & Safety Management Framework Manual, related safety policies and procedures and site/service procedures. This includes taking part in safety consultations and safety investigations within your service to help resolve them in a timely manner.
- Comply with mandatory requirements for the role including completing all mandatory training required by the organisation.
- Comply and cooperate in good faith with all legislative, regulatory, policy and procedure requirements pertaining to your work.
- Act in good faith in the organisation's best interests, exercise due care and skill in your work, follow reasonable directions, maintain honesty and integrity and the trust and confidence of the organisation, and a positive reputation of the organisation.
- Attend functions, meetings, seminars, training courses and events as required by your supervisor.
- Participate at least annually in the Contribution and Development Plan process for your role for recognition, compliance and development.

- .

7. Performance Measures

Performance expectations will be set during probation. Thereafter performance measures will be agreed as part of your personal Contribution and Development Plan.

8. Selection criteria

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

Demonstrated behaviours

- Conduct consistent with the organisation's Code of Conduct and:
 - Work in accordance with the organisation's Vision, Mission and Values.
 - Value people through kindness, respect, care and support.
 - Foster trust through honesty, integrity, reliability and fairness.
 - Demonstrate personal accountability including in your conduct, compliance, commitment, performance and quality of the service you provide.
 - Contribute to a positive and highly engaged work environment through a positive manner and being a good colleague, collaborator and team player.

Essential skills/knowledge

- Cert III in individual support or equivalent
- Current first aid certificate
- Experience working with older people in a community, aged care or retirement living setting.
- Understanding of ageing related needs and early risk identification.
- Ability to work independently and manage time effectively.
- Basic computer literacy skills.
- Have flexibility to work days, evenings/sleepover and weekends.

Desirable skills/knowledge

- Experience in a not for profit or community service organisation.

Training and qualifications

- Cert III in individual support or equivalent.
- Current first aid and CPR certificates

Agreement

In signing page one, I confirm I have read, understand and agree to work in accordance with this position description. I also understand that this position description is not exhaustive and agree to comply with all reasonable requirements of me in addition to those specified in the position description.