

Bayside Community Options Inc

Position Description

(Updated August 2008)

POSITION TITLE:	SUPPORT WORKER
HOURS PER WEEK:	Casual and permanent part-time required
PROGRAMS:	Home and Community Care (HACC) and Veterans' Home Care (VHC)
LOCATION:	31 Evergreen Street Bracken Ridge. Qld. 4017
RESPONSIBLE TO:	Manager
REPORT TO:	Coordinators (day to day direct services/groups)
AWARD:	Disability Support Workers – State 2003 Range of Level 1 to 3.3

POSITION OBJECTIVE

A Support Worker assists consumers in their own homes or with community access activities. This work involves flexible rostering arrangements.

ORGANISATIONAL ENVIRONMENT

Bayside Community Options is a not-for-profit community service incorporated association. We were initially established in 1992 as the Brighton Community Options Project under the auspice of Brisbane North Regional Health Authority. In 1998, the program transferred to a Committee of Management. In December 2004, the Office of Fair Trading granted permission for our name to be changed to Bayside Community Options Inc.

We are HACC funded to provide case management and direct services supporting eligible frail older people, younger people with a functional disability and their carers in the Northern Brisbane and Bayside suburbs of Shorncliffe, Brighton, Sandgate, Deagon, Bracken Ridge, Zillmere, Boondall, Taigum and Fitzgibbon. We also provide in-home support for eligible veterans through the Department of Veterans' Affairs beyond these boundaries to Virginia, Carseldine, Bridgeman Downs, Bald Hills, Virginia and Aspley.

Our Mission

Our care in the community by the community delivers responsive services operating on business principles and choosing ethical practices.

Our Values

We value and uphold.....

- Community
- Personalised care
- Reliability
- Professionalism
- Innovation
- Diversity and Inclusiveness
- Honesty and trustworthiness

Our Goals

1. To encourage and maintain client independence through supportive services
2. To build and maintain a professional workforce with a skills mix appropriate to responsive service delivery
3. To manage and strategically grow our service in the context of best practice, business innovation and legal compliance

Our Services

Bayside Community Options provides personalized, responsive and reliable care to eligible frail older people and people with functional disabilities and their carers. We focus our support on enhancing individual strengths and enabling independence. We provide case management on behalf of consumers and our other services are personal care, domestic assistance, social support, transport, meal preparation, respite care and home maintenance. We operate centre based day care and various group programs partnering people to build relationships and participate in their community.

Our internal relationships

Bayside Community Options is a community within a community and we commit to living our values in the way we build our internal relationships at every level of the organization.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Provide personalised, competent and reliable support for older persons, people with functional disabilities and their carers, as per individual care plans. This may include:

Personal Care

Personal care is normally provided in the home, and includes helping people with daily self-care tasks (e.g. eating, bathing, dressing, grooming, toileting, getting in and out of bed, assistance in coping with incontinence problems etc). It may include Webster Pack medication monitoring.

Domestic Assistance

Domestic assistance is normally provided in the home, and includes services such as dishwashing, house cleaning, laundry, unaccompanied shopping and bill paying on behalf of the person.

Meal Preparation

This is any assistance provided during preparation/cooking of a meal at the person's home. It also includes advice on nutrition, food storage and preparation. It does not cover the delivery of a meal prepared elsewhere.

Social Support

Social support is normally provided in the person's home but may include an escorted excursion or trip. The support is provided to them as an individual and helps them to participate in the community. Examples of support may be keeping them company, helping with paper work, taking them shopping, banking or to attend an appointment.

Transport

Transport is assistance provided so that the person may get out of their house and do chores, attend other activities or community centres, and participate in the community.

Respite

Respite care is assistance provided to carers in the home so they may have a break from their caring role and pursue other activities or interests. Respite may also involve community access activities. This is intended to assist the carer by being a substitute carer and is provided so the carer has some "time out."

2. Respect the rights, dignity and uniqueness of each individual and encourage their independence and abilities
3. Contribute to building positive and productive team relationships and outcomes
4. Report any changes to your roster or attendance to the Services Coordinator prior to the actual planned duty. This includes submitting leave applications at least 1 month before intended recreation leave
5. Maintain accurate time sheets, roster and log books and receipt monies from consumers
6. Participate in meetings, staff development and performance reviews as determined by the Manager. Undertake mandatory training or certification to meet industry standards and organisational needs required of the position. Attend and participate in rostered supervision.
7. Fill out the relevant Incident/Accident Reports if an incident or accident occurs. Hand these reports to the Workplace Health and Safety Representative within 24 hours.

8. Maintain security and confidentiality of information regarding consumers, other staff and activities of Bayside Community Options Inc. as outlined in the Code of Conduct
9. Read and comply with the policies and procedures of Bayside Community Options Inc. and meet statutory requirements in regards to health and safety, diversity and inclusiveness and contribute to positive and respectful relationships free from harassment, discrimination and bullying
10. Participate in quality improvement programs as required. This includes for example completing staff surveys, contributing ideas and giving feedback as encouraged by Bayside Community Options Inc
11. Other duties as directed

QUALIFICATIONS

The requirements listed below are representative of the knowledge and competencies required.

- **Education and/or Experience**

Certificate 3 in Aged Care or Certificate 4 in Disability or prepared to work towards certification

- **Certificates, Licences and Registrations**

Current Driver's Licence

Current Senior First Aid and CPR Certificate

CRITICAL JOB DEMANDS

The following critical job demands must be met by an employee in this position. Reasonable accommodations may be made to enable persons with a disability to perform the essential functions. While performing the duties of this job, the employee is to be able to hear and talk, sit, stand, walk and be able to occasionally lift and/or move up to 15 kilograms. Specific vision abilities required by this job include close vision, distance vision, colour vision, peripheral vision, depth perception and ability to adjust focus. The position requires the capacity to maintain sound interpersonal relationships with others.

All current employees and new recruits are required to declare any criminal history and to obtain a Federal Police Check funded by Bayside Community Options. Prospective and current employees should advise the Manager if they have any knowledge of medical conditions or legal impediments which could impact on their capacity to undertake the inherent requirements of this position.

SELECTION CRITERIA

- (1) Certificate 3 in Aged Care or Certificate 4 in Disability Work or prepared to work towards this certification
- (2) Current Senior First Aid and CPR Certificate
- (3) Good oral, written and interpersonal communications skills
- (4) A creative, caring and non-judgemental attitude to people
- (5) Capacity to build relationships with fellow staff, consumers and the community
- (6) Client or customer service experience
- (7) Ability to be reliable and to work with minimal supervision
- (8) A current driver's licence
- (9) Ownership of a registered and comprehensively insured vehicle
- (10) Preference given to applicants with a current police check