



POSITION DESCRIPTION – Day Respite Support Worker

Job Title	Day Respite Support Worker
Department	Community
Reports to	Community Services Manager
Award & Classification	SCHCDS Award 2010
Key Relationships	Primary Carers, Care Recipients, Team Members, External Referral Agencies
Direct Reports	Nil
Objective	<p>The main objective of the Day Respite Support Worker is to provide respite to the primary caregivers of people who need continuous care or monitoring. These primary caregivers are usually family members, who can be stressed and exhausted from trying to deal with work, home responsibilities and the care recipient as well. A Day Respite Support Worker is able to provide these people with some time away from their constant duties.</p> <p>Working as part of a small team, the Day Respite Support Worker is responsible for assisting in the development and implementation of innovative, creative stimulating and entertaining programs and activities for care recipients. They provide assistance and support to care recipients in ways that promote independence, enhance physical and mental stimulation and meet daily living and personal care needs in accordance with their individual requirements.</p>

Specific Accountabilities

Specific accountabilities are the outcomes that you are required to achieve. They describe **why** your job exists.

The Support Worker is directly responsible to the Community Services Manager and has responsibility for contributing to the overall service delivery provided by the Day Respite facility through participating in the effective and efficient provision of all programs and services offered.
In areas of policy development and new service initiatives, the Day Respite Support Worker will contribute to service planning and future directions through consultation with co-workers and the Community Services Manager.
The Support Worker is accountable to primary carers, care recipients and/or their advocates as directed by the Common Community Care Standards.
Demonstrating genuine patience, respect and empathy for all Glenview care recipients and their primary carers particularly in times of illness, weakness and frailty.
Demonstrating commitment to the quality of life of all day respite care recipients and their primary carers, particularly as it relates to providing respite that promotes independence, social interaction, self-determination and participation in those activities identified by care recipients and/or their primary carers as important to them and in accordance with their personal plans
Planning, developing and delivering innovative and appropriate respite activities and experiences for care recipients
Undertaking assessment and case management to achieve identified outcomes, in collaboration with primary carers, care recipients and the Community Services Manager
Assisting and supporting the Community Service Manager with the day to day running of the centre, including relevant administration responsibilities, general work environment cleanliness, hazard identification and contributing to service improvements
Assisting in the transportation of care recipients and accompanying them to external appointments or outings, when required, including driving the car/ mini-bus
Liaise with primary carers, health professionals, volunteers and service providers from other organisations, as directed by the Community Services Manager in an ethical, professional and accountable way reflecting the values of Glenview and the image it wishes to promote to the community
Assisting in the collection, collation and analysis of primary carer and care recipient related data and documentation as directed by the Community Services Manager

Active participation in quality improvement systems through contributing to regular performance review and development and service evaluation processes
Actively contribute to a safe and secure environment through the practical understanding of all Occupational Health and Safety (OH&S) policies and procedures and a commitment to OH&S improvements
Performing other relevant duties as required by the Community Services Manager, Deputy CEO or the Chief Executive Officer

Education and Experience

Must be an Australian Resident or hold an Australian Working VISA
Prior knowledge and experience in the health issues and personal care needs of the aged, including those related to dementia care is an advantage
Relevant qualifications include: <ul style="list-style-type: none"> a. Associate Diploma in a relevant area b. Community Services (Lifestyle and Leisure) Cert III or IV c. Community Services (Aged Care) Cert III or IV

Key Skills, Knowledge and Abilities

These describe *what* you are required to do in your job.

Area	Performance Required
Working with Primary Carers and Care Recipients	Ability to work autonomously with minimal supervision within a Day Centre or community environment
Creating and recording information <i>Recording facts, providing reports</i>	Use computer systems to keep reliable notes of all relevant information and choose the right information to be recorded, complete all documents, accurately provide verbal briefings
Managing tasks <i>Planning</i>	Tasks for the day are analysed, timed, sequenced and documented. Ability to participate in planning, implementing and evaluating stimulating activity programs that meet the needs of the primary carers and care recipients
Managing tasks <i>Implementing</i>	Completes tasks in accordance with the plan, but is flexible and creative when required
Working with carers and care recipients <i>Stimulating emotional wellbeing</i>	Shows a genuine empathy and caring nature, a pleasant greeting, a cheerful comment, the use of primary carers and care recipients names
Managing people <i>Planning</i>	Completes specific hygiene and daily activities and dietary requirements and provide briefings for other staff
Managing people <i>Supervising, reviewing, counseling</i>	Key activities are checked against the personal plan and against requirements.
Managing key relationships <i>Providing information to primary carers</i>	Seeks the opportunity to discuss needs with primary carers and immediately informs primary carers about changes to conditions or in relation to incidents relating to care recipients

Working with a team <i>Providing/receiving info, feedback, group solutions</i>	Shares skills and knowledge with others, participates in team meetings, seeks out opportunities to help other members of the team Prioritising and management of your own workload within the team environment
Understanding obligations	Detailed understanding of (or the ability to quickly acquire) the direction and obligations imposed by relevant legislation such as: <ul style="list-style-type: none"> • Workplace Health and Safety Act 1995 and relevant regulations • Personal Information Protection Act 2001 • Anti Discrimination Act 1998 • Aged Care Act 1997, the Community Care Principles and relevant requirements of the NRCP program including the NRCP Standards • Other relevant legal or statutory requirements as identified by Glenview from time to time
Required licenses/certification	Provision of a National Police certificate that meets the suitability requirements of Glenview Community Services Inc for unsupervised work in aged care in accordance with the Aged Care Act Current driver's licence

Glenview Values in Action

These are the practical expression of Glenview's promise and Code of Conduct and define how you are expected to go about your day to day work.

	Performance Required
Responsibilities to clients	Consistently demonstrates patience, respect and empathy for all Glenview clients and their families particularly in times of illness, weakness and frailty and during the dying process
Responsibilities to colleagues	Relates to all colleagues with respect, integrity and courtesy, seeks to understand differences in viewpoints and practices. Is effective in managing interpersonal relationships and challenges inappropriate workplace behavior.
Responsibilities to Glenview	Is professional, ethical and accountable in all dealings on behalf of Glenview
Commitment to professional development	Strives to improve work practices and skills by taking a pro-active approach to education and professional development
Managing conflicts of interest	Proactively identifies, and deals appropriately with, any real or perceived conflict of interest

Changes to this position description

You may be required to perform other relevant duties, within the scope of your expertise and competence, as directed by the Community Services Manager, Deputy CEO or the Chief Executive Officer.

Review and Approval:	
Lucy O'Flaherty, Chief Executive Officer	
14/11/2011	

INHERENT PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The questions are asked in order to ensure that Glenview is able to provide the safest and most appropriate work place and employment conditions for all its employees, and to ensure safe service delivery for its clients.

SURNAME:		FIRST NAME:	
APPLICATION FOR POSITION:		Day Respite Support Worker	
<i>Please attach any additional information you wish to explain your situation and any health condition you believe may be affected by your work.</i>		Please Tick Appropriate Column	
I declare the following as part of my application that I have the:		YES	NO
<ul style="list-style-type: none"> demonstrated physical fitness and movement capability to be active and undertake manual handling tasks for up to 5-6 hours at a productive output level without a rest break 			
<ul style="list-style-type: none"> demonstrated physical fitness and mobility to assist client movement, including transfers from bed / chair / vehicle etc, and access areas within residential settings including bathrooms, toilets, small passageways 			
<ul style="list-style-type: none"> demonstrated functional vision (with relevant aids) to enable utilisation of screen based electronic records 			
<ul style="list-style-type: none"> demonstrated functional hearing (with relevant aids) to enable use of telephone equipment and in order to converse normally with clients 			
<ul style="list-style-type: none"> ability to sit for lengthy periods (with relevant aids) and utilise ergonomic work station arrangements 			
<p>These roles are also exposed to minor amounts of non-ionising radiation from the use of mobile telephones. Whilst this is not an issue to many, if it is a concern to you please tick NO.</p>			
<p>If you have answered NO to <u>one or more</u> of the above questions, please explain your situation and attach information which will help us understand your application for employment and any workplace adaptations you may require. Glenview may require you to obtain additional information from your own doctor to support your application.</p>			
<p>If 'NO' please explain:</p>			
<p align="center"><i>We appreciate your cooperation. Thank you.</i></p>			

ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION

I have received a copy of the Position Description and have read and understand its contents and acknowledge that this document forms an essential part of my contract of employment with Glenview Community Services Inc.

Employee Name (Please Print)

Employee Signature

Date