



POSITION DESCRIPTION

JOB TITLE: COMMUNITY SUPPORT WORKER **DATE:** DECEMBER 2011
REPORTS TO: COMMUNITY SERVICES MANAGER **DEPT:** OUTREACH
AWARD: Glenview Outreach Agreement **CLASSIFICATION:** SW Level 1 - 2
APPROVED BY: Lucy O'Flaherty, Chief Executive Officer
SIGNATURE: _____ **DATE:** _____ 2010

POSITION OBJECTIVES

The role of the Community Support Worker (CSW) is to enhance the quality of life of Glenview outreach clients particularly in relation to independence, social interaction, self determination and participation in those activities identified by clients as being important to them. This is achieved through the CSW playing a key role in providing personal support and care; home help and transport assistance to community clients which enhances their physical, mental and spiritual well being and enables them to continue to live in their own home.

The CSW delivers services to complex care clients including duties of a specialised nature. Some clients in the outreach program have a higher dependence upon others due to the complexity of care required, the client's inability to express needs and wants, or unstable health status.

ORGANISATIONAL RELATIONSHIPS

The CSW is directly responsible to the Community Services Manager (CSM), and has the responsibility for contributing to the overall performance and direction of the programs provided through the effective and efficient delivery of a wide range of services including personal care, home help and transport assistance to community clients.

The CSW works closely with the Case Managers and has responsibility for delivering personal care and lifestyle services as required by the client and the personal care plan. The CSW also liaises with health professionals, volunteers and service providers from other organisations, as directed by the

Community Services Manager, within highly accountable and ethical professional practices which reflect the values of Glenview and the image it wishes to promote to the community.

The CSW actively contributes to Glenview's compliance with all relevant statutory and legislative requirements, national accreditation and quality reporting.

The CSW has responsibility for delivering all personal care and other direct care requirements as detailed in the client's care plan or as directed by the CSM, case manager or individual client.

The CSW may be required to administer medication to clients, in accordance with legislation and Glenview Policy.

KEY DUTIES & ESSENTIAL JOB FUNCTIONS

This position allows employees substantial scope for exercising initiative and discretion in the application of established work procedures. Employees work under direction from the Community Services Manager.

The CSW has a high degree of accountability for delivering care and lifestyle services to community clients and contributing to the overall direction of Glenview through:

- Patience, respect and empathy for all Glenview clients and their families particularly in times of illness, weakness and frailty and during the dying process
- Implementing all relevant aspects of clients' care plans and providing relevant and timely advice to the CSM on all client care requirements including equipment, facilities and access to allied health professionals
- Effective monitoring and reporting of changes in clients' physical and psychological status
- Liaising with health professionals, volunteers and service providers from other organisations, as directed by the case manager and/or CSM, within highly accountable and ethical professional practices which reflect the values of Glenview and the image it wishes to promote to the community
- Accurate reporting of all care services provided on behalf of the Glenview Outreach program, to the CSM and assisting in the collection, collation and analysis of client related data
- Ability to identify changing needs and/or priorities of clients and adapt services including times and locations, to best meet clients' needs
- Commitment to working collaboratively with clients' families to achieve maximum feelings of well-being for all clients and inclusion of families where that is appropriate and the wish of the client
- Contributing to the planning of care and evaluation of outcomes in collaboration with the CSM and other health professionals, where appropriate
- Attending and contributing meaningfully to family conferences, upon request from the case manager or Community Services Manager
- Evaluation, monitoring and undertaking a program of continuous improvement relevant to all client care issues within the Outreach programs
- Induction and orientation of new staff, as directed by the CSM
- Contributing to a safe workplace through adherence to all Glenview OH&S policies and procedures and a demonstrated commitment to OH&S improvements

OTHER FUNCTIONS AND RESPONSIBILITIES

The CSW may be required to perform other relevant duties, within the scope of their training and competence, as directed by the CSM, Case Managers, Director Client Services or CEO.

To develop a working knowledge of the direction and obligations imposed by relevant legislation such as:

- o Aged Care Act 1997
- o Privacy Act 1988
- o Personal Information Protection Act 2001
- o Anti Discrimination Act 1998
- o Workplace Health and Safety Act 1995 and relevant regulations
- o Poisons Act and Regulations 2009 and Guidelines 2010.
- o Glenview Outreach Agreement and relevant industrial Award

SELECTION CRITERIA

ESSENTIAL QUALIFICATIONS

1. Must possess, as a minimum qualification, a Certificate III in a relevant area
2. Completion of the nationally accredited competency unit, assisting clients with medication' or equivalent, or a commitment to complete the module within 4 months of the commencement of such training.
3. Must be an Australian Resident or hold an Australian Working VISA

REQUIRED SKILLS AND EXPERIENCE

4. Ability to deliver personal support within a community aged care setting which reflect client centred care practice with a strong emphasis on client consultation, client choice and accountability to clients.
5. Demonstrated well developed verbal and written communication skills and well developed interpersonal skills with a broad range of people, including people from culturally and linguistically diverse backgrounds and people with limited verbal communication capacity.
6. Demonstrated ability to work collaboratively within a small team and liaise with other service providers, clients' families and members of the community.
7. Well developed computer skills including Microsoft Office programs

REQUIRED LICENSES/CERTIFICATIONS

- 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

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:	Community Support Worker	
Please attach any additional information you wish to explain your situation and any health condition you believe may be affected by your work. I declare the following as part of my application that I have the:	Please Tick Appropriate	
	YES	NO
<input type="checkbox"/> demonstrated capacity to access and use client bathrooms, fittings, standard lifting equipment and beds, including		
<input type="checkbox"/> 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.		
<input type="checkbox"/> demonstrated physical fitness and mobility to assist client movement, including transfers from bed / chair / vehicle etc, and access areas within residential settings including		
<input type="checkbox"/> demonstrated functional vision (with relevant aids) to enable utilisation of screen based electronic records		
<input type="checkbox"/> demonstrated functional hearing (with relevant aids) to enable use of telephone equipment and in order to converse normally		
<input type="checkbox"/> ability to sit for lengthy periods (with relevant aids) and utilise ergonomic work station arrangements		
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 .		
If you have answered NO to one or more 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.		
If 'NO' please explain:		
<i>We appreciate your cooperation. Thank you.</i>		

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)
 Community Support Worker – Outreach Agreement – SW L 1- 2

 Employee Signature

 Date