

Support Worker – Level 2

Position Details

The purpose of this position is to support the individual needs of older people or people with a disability to remain living independently at home through the provision of domestic assistance, personal care and lifestyle/social connection activities.

Employer	Footprints in Brisbane Inc. (Footprints)	Program Area	Aged Care, Disability & Community Services
Location	Brisbane Metropolitan	Salary Range	As per Award Rates
Status	As per contract	Hours	As per contract
Industrial Instrument	Social, Community, Home Care & Disability Services Industry Award 2010	Classification Level	Levels 2.1 – 2.4
NDIS Pricing Control	NDIS Level 1 – Standard Supports = Award Classification levels 2.1 – 2.3 NDIS Level 2 – High Intensity Supports = Award Classification level 2.4		
Reporting relationships	This role reports to the Aged Care Services Support Lead and/or Disability Services Support Lead		

Responsibilities

Key Responsibilities: Note: with a view to enhancing independence, this role requires not only carrying out the following tasks, but also assisting clients to enhance their own skills of daily living and self-care.

Domestic Assistance:

- Housekeeping duties – for example, dusting, vacuuming, sweeping, mopping, washing dishes, cleaning surfaces, emptying bins, cleaning fridges and freezers
- Laundry duties – for example washing clothing & bed linen, hanging laundry out to dry, folding and ironing
- Food preparation
- Changing bed linen as required and outlined in the Client Support Plan
- Provide companionship and support during daily activities – for example, appointments, shopping, transport, hairdressing, post office, etc.
- Safely handling and disposing of waste

Personal Care:

- Assist clients with personal care activities (showering, shaving, bathing and dressing)
- Where indicated, use equipment to assist clients with limited mobility

Activities:

- Assist the client with community access as identified on the clients' care plan
- Assist the client with activities such as shopping, hair dressing, post office, appointments, etc.

Social Connection - Support the client to engage in community activities such as:

- Attend group activities as per the Client Care Plan;
- Assist the client to use public transport (travel training)
- Support the client to maintain active and engaged participation in the community
- Support the client attend appointments that may include mental health support

Client Service:

- Assist clients to develop skill sets outlined in their support plan, such as cooking, nutrition, personal care, budgeting, shopping, domestic skills, maintaining tenancy, using public transport, etc.
- Assist clients to develop lifestyles which meet their individual needs and preferences, and which promote inclusion in the life of their community
- Support clients in decision making to exercise choice and control over their lives, including taking calculated risks
- Assist clients to develop and maintain positive health relationships with service providers, supports, family and friends
- Provide services as outlined in the Client Care Plan, supporting clients' choice, and feedback
- Respect and encourage clients' independence, choice feedback and rights
- Maintain the confidentiality of information regarding clients, carers and employees
- Maintain a good understanding of client needs and overall well-being, including physical and mental health needs
- Report any changes in the condition or needs of clients and/or hazards in the home
- Contribute to the smooth efficient and effective provision of services to clients by working as part of a team
- Carry out work in accordance with the Aged Care Quality Standards, the National Disability Insurance Scheme Practice Standards and/or the Human Services Quality Standards
- Liaise with Case Managers and Case Workers

General:

- Follow all organisational policies and procedures
- Attend and participate in staff meetings, training and supervision sessions
- Maintain a safe and healthy workplace, ensuring adherence to Work Health & Safety policies and procedures
- Work within the vision, mission and values of Footprints
- Promote Footprints positively in the local community
- Work with the parameters of this Position Description, the Lifestyle Support Assistant Procedure (as attached) and other applicable policies and procedures
- Where required, maintain accurate and up-to-date records
- Contribute to improving the quality and safety of care and participate in improvement activities

Level 2.4: NDIS High Intensity Supports: Duties requiring specialist training and/or certification

- Prompt clients to take medication
- Pressure care and wound management
- PEG feeding
- Tracheostomy care
- Urinary catheters
- Managing diabetes (excludes insulin injection)
- Seizure management, including administration of Midazolam
- Stoma Care

Other skills that may be required (with training)

- Hoarding / De-cluttering
- Mental Health training
- Prosthesis Management
- Trauma Informed practice
- Setting & Sustaining Boundaries
- Strong Engagement Skills
- Substance Abuse training
- Positive Guidance
- Mental health training (self-harming)
- Mental health first aid
- De-escalation skills
- Pressure Stocking-

Award Descriptors

Characteristics

- Works under general guidance within clearly defined guidelines and undertakes a range of activities requiring the application of acquired skills and knowledge.
- Performs functions that are defined by established routines, methods, standards and procedures with limited scope to exercise initiative in applying work practices and procedures.
- Assistance is readily available
- May be required to assist senior workers with specific projects
- Expected to have an understanding of work procedures relevant to their work area and may provide assistance to lower classified employees
- Perform elementary tasks within a community service program requiring knowledge of established work practices and procedures relevant to the work area
- Implementing client skills and activities programmes under limit supervisions'
- Supervising or providing a wide range of personal care services

Skills, knowledge, experience, qualifications and/or training

- Basic skills in oral and written communication with clients and other members of the public
- Knowledge of established work practices and procedures relevant to the workplace
- Knowledge of policies relating to the workplace
- Developing knowledge of statutory requirements relevant to the workplace
- Works under regular supervisor
- May provide limited guidance to a limited number of lower classified staff

Entry and Progression

- Entry:
 - Pay Point 2.1 - Cert III in aged care, individual support or disability services (or minimum 3 years' similar experience)
- Progression:
 - At the end of each 12 months' continuous employment, an employee will be eligible for progression from to the net pay point within Level 1 if the employee has demonstrated competency ad satisfactory performance over the minimum period of 12 months at each level and Footprints has determined that the employee has demonstrated satisfactory performance for the prior 12 months' employment (via the performance appraisal procedure)
- Movement to a higher classification will only occur by way of promotion

Note, this position does **not** require an incumbent to hold a Cert IV or Diploma qualification.

Selection Criteria

Essential

- Certificate III in aged care, disability services or individual support (or equivalent)
- A strong commitment to working with older people and people with disabilities, which reflects a caring and compassionate approach to service provision.

- The ability to develop positive and professional relationships with clients and their family/friend networks.
- Capacity to work with minimal supervision.
- Ability to work within a team environment.
- Maintain a safe work practice in accordance with Workplace Health and Safety legislation and Footprints policies.
- Current Driver's Licence and insured own vehicle (able to transport elderly clients or clients with limited mobility)
- Current National Police Check and Positive Notice Yellow Card.

Desirable

- First Aid Certificate