

## Support Worker – Level 1

### 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.

<b>Employer</b>	Footprints in Brisbane Inc. (Footprints)	<b>Program Area</b>	Aged Care, Disability, Community Services and QCSS
<b>Location</b>	Brisbane Metropolitan	<b>Salary Range</b>	As per Award Rates
<b>Status</b>	As per contract	<b>Hours</b>	As per contract
<b>Industrial Instrument</b>	Social, Community, Home Care and Disability Services Industry Award 2010	<b>Classification Level</b>	Levels 1.1 – 1.3
<b>NDIS Pricing Control</b>	Level 1 – Standard Supports		
<b>Reporting relationships</b>	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 and bed linen, hanging laundry out to dry, folding and ironing
- Food preparation
- Changing bed linen as required and outlined in the Client’s Support Plan
- Safely handling and disposing of waste

#### Social Connection Assistance

- Provide companionship and support during daily activities – for example, appointments, shopping, transport, hairdressing, post office and social groups/activities etc.

#### Client Service:

- Provide services as outlined in the Client Support 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, preferences, goals and overall well-being
- 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 and Safety Standard, the Human Services Quality Standards and/or the National Disability Insurance Scheme Practice Standards
- Liaise with Case Managers and Case Workers

#### Personal Care: (if trained and deemed competent)

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

#### 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 within the parameters of this Position Description, the Lifestyle Support Assistance Procedure (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

## Award Descriptors

### Characteristics

- Works under close direction and undertakes routine activities which require the practical application of basic skills and techniques
- Performs clearly defined activities with instruction and assistance readily available
- Basic numeracy, written and verbal communication skills and, where relevant, skills required to assist with personal care and lifestyle support
- Supervision of other staff is not a feature at this level
- The full range of domestic duties including cleaning and food service, assistance in carrying out personal care tasks under general supervision

### Skills, knowledge, experience, qualifications and/or training

- Developing knowledge of the workplace function and operation;
- Basic knowledge of administrative practices and procedures relevant to the workplace
- Developing knowledge of work practices and policies of the relevant work area;
- Basic numeracy, written and verbal communication skills
- On-the-job training is provided
- Works with direct supervision

### Entry and Progression

- Entry:
  - Aged Care Services – Level 1.1
  - Disability Services – Level 1.2
  - This position does **not** require an incumbent to hold a Cert III qualification
- Progression:
  - At the end of each 12 months' continuous employment, an employee will be eligible for progression from one pay point to the next within Level 1 if the employee has demonstrated competency and 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

## Selection Criteria

### Essential

- A strong commitment to working with older people and people with physical, intellectual and sensory disabilities, and people with lived experience of mental illness, 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.
- Experience in providing direct client support or experience in domestic cleaning

**Desirable**

- First Aid Certificate
- Willingness to study towards a relevant Certificate III (e.g. aged care, individual support or disability)