

Senior Care Support Worker

Position Title:	Senior Care Support Worker
Reporting to:	Field Team Managers
Location:	Flaxton, Maleny & Nambour
Status:	Permanent part-time

The Organisation

Blackall Range Care Group Ltd. is a not-for-profit organisation that provides high quality aged care and disability services in the Sunshine Coast region. Services include:

- Personal care and domestic assistance
- Community Access
- Nursing and Allied Health care
- Day Centre
- Flexible Respite Options
- Home Maintenance and Home Modifications
- Transport
- Aids and Equipment

Functions of the Role

The Senior Care Support Worker will act as a mentor for new Care Support Workers and Domestic Assistants. This role wears various hats such as providing assistance to the Field Team Manager and liaising with Schedulers and Service Coordinators to assist with staff and develop strategies for challenging clients. Will act as the first point of call for the field team members. This role is shared between office-based duties as directed by Field Team Managers as well as conducting services within the community.

Roles and Responsibilities

Organisation

- Works within the role and responsibilities for the position and complies with all organisational policies, regulations and standards, and the Code of Conduct.
- Maintains professional and technical knowledge by participating in training and development activities.
- Represents the organisation as the first point of contact via a range of communication methods.
- Contributes effectively to team effort by accomplishing related results as needed.
- Contributes to the maintenance of the Quality Management Framework (QMF) by ensuring compliance with work instructions and operating guidelines.
- Maintains a high level of professionalism at all times.

Duties and Tasks

- Contribute to the well-being and provide support to the Care Support Workers and Domestic Assistants
- Work as a member of a team providing coordinated assistance where needed to all internal stakeholders.
- To provide personal care, social support and respite care to identified clients as specified on the Client Care Plan and in accordance with Blackall Range Care Group policies and procedures.

- Keep appropriate records as required, including keeping own vehicle kilometre records.
- Conduct first PC's for new clients and complete worksheets.
- Conduct other tasks as directed by Field Team Managers.

Key Capabilities

- **Think Strategically:** Demonstrated ability to look beyond the obvious to identify the underlying insights that are critical to effective decision making.
- **Mentor:** To mentor new staff when they commence with the organisation. To assist staff with Higher Needs (Complex) clients.
- **Rostering:** Liaise with the scheduling team to find appropriate staff for services.
- **Administrative Duties and Leadership:** To have an input into Staff Personal Assessment Reviews and to Support Care Support Workers and Domestic Assistants when required. Completion of various forms and assessments for the Care Services Team with regard to worksheets for Initial Personal Care requirements and In-Home Assessments i.e. Workplace, Health & Safety.
- **Client Visitation:** To conduct Welfare Checks where the scheduled Care Support Worker may be inexperienced, but this check does not necessarily facilitate the need of a Registered Nurse to visit.
- **Shape the Future:** Demonstrated ability to constructively question and challenge the way things have always been done in order to identify opportunities for improvement.

Other

- Ensures a strong customer service focus through responsive, effective customer engagement.
- Contributes effectively to organisational events and activities.
- Contributes to a positive work environment of inclusivity and safety.
- To carry out any reasonable tasks or duties as directed by the Field Team Manager.

Key Relationships

- Reports to the Field Team Manager.
- Liaises with other professional staff in relation to client care needs or clinical issues.

Key Selection Criteria

- Certificate III level qualification in Aged Care, Individual Support, Home and Community Care or Disability or relevant area.
- A minimum of Two (2) years' experience as a Care Support Worker is desirable.
- Ability to effectively lead a team.
- Ability to work effectively as a member of a team and contribute to a positive and successful work environment.
- Current First Aid and CPR Certificate.
- Current Driver's Licence.
- Experience in care of aged people and/or people with a disability.
- Well-developed communication skills.
- A sound understanding of the principles of consumer direction and choice.
- Demonstrated ability to remain flexible, be respectful, show initiative, and respond quickly during periods of change to support the success of change and continuous improvement initiative.
- Ability to document on client files as required.