

CARE SUPPORT WORKER

POSITION TITLE: CARE SUPPORT WORKER
REPORTING TO: FIELD TEAM MANAGER
LOCATION: GYMPIE, 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

To provide community care services to the elderly and people with a disability living on the Sunshine Coast, including personal care, social support, and respite care, in-home or at the Flaxton Cottage Social Centre or Nambour Day Centre.

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

- 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.
- When required provide coordination support for Maleny meals on wheels.
- Work as a member of a team providing coordinated care to clients.
- Keep appropriate records as required, including keeping own vehicle kilometre records.

Specific

- **Personal Care:** Provision of bathing or grooming services as specified on the Personal Care Worksheet. May include assistance with taking of medication as per the Request for Medication Assistance Form.
- **Home Respite:** Provide care in the home of the recipient while their carer is absent. This may include personal care, recreational activities or any activity which the carer might do if they were at home.
- **Cottage Social Centre/ Clubhouse:** Provide care, support and assistance with recreational activities for clients attending the Cottage Social Centre or Clubhouse.
- **Cottage Respite:** Care for clients in the overnight facility as specified in Cottage Respite Care plan.
- **Social Support:** Support visit at home or telephone call to check on client and/or carer's coping ability or any problems they are having difficulty resolving, as well as providing some social interaction for those who are isolated. Escort the client out into the community to undertake shopping, banking or other activities.
- **Maleny Meals:** Manage the day-to-day running of the Maleny meals service provided to Blackall Range Care Group clients.

* Note: Any of the above services can involve cleaning tasks as part of the service.

Other

- Ensures a strong customer service focus through responsive, effective customer engagement.
- Contributes effectively to organisational events and activities.

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

1. Certificate III level qualification in Aged Care, Individual Support, Home and Community Care or Disability or relevant area.
2. Ability to meet the requirements of Criminal History screening procedures.
3. Current First Aid and CPR Certificate.
4. Current Driver's Licence.
5. Experience in care of aged people and/or people with a disability.
6. Well-developed communication skills.
7. A sound understanding of the principles of consumer direction and choice.
8. Ability to organise own workload, to make on the spot decisions in relation to simple contingencies and to refer to appropriate senior staff for all other decisions in relation to client welfare, health or needs.
9. Ability to document on client files as required.