

**POSITION DESCRIPTION**  
**Level 3 Support Worker**

**General Information**

Position Title:	Level 3 Support Worker		
Reports to:	Client Services Coordinator		
Remuneration:	As Negotiated	Date:	March 2016
Division:	Community Services		
Location:	Southern Cross Care (location)		

**Position Overview**

Working within the Home and Lifestyle Service Delivery Team of Community Services, the Level 3 Support Worker will provide a comprehensive range of client focussed services while promoting functional independence, wellness and lifestyles choices within a Consumer Directed Care (CDC) environment. The service include domestic assistance, personal care, transport assistance, respite, socialisation, accompanied shopping, medication prompts and other planned appropriate services. The duties may include provision of services requiring specific competencies where required, to effectively meets individual client's needs, The role requires staff to be able to fulfil the inherent physical requirements and able to perform the inherent roles of the position description.

**SCCQ Vision Mission and Values**

**Vision:**

To Value and Respect Human Life

**Mission:**

Inspired by Christian values we support people in their choice of health, wellbeing and lifestyle.

**Values:**

\*Trust \*Respect \*Honesty \*Integrity \*Compassion \*Empathy \*Accountability

**Essential Competencies and Experiences**

- Cert III in Aged Care, Home and Community Care or equivalent
- Minimum 3 years' experience working in the community services sector.
- Interpersonal skills
- Well developed written and oral communication skills
- Problem solving
- Time, task and priority management, including working to a scheduled roster of work
- Conflict Resolution Skills
- Computer skills (Word, Excel, email, internet)
- Current Qld Driving License
- Police Certificate
- Criminal History Screening - DSQ – DSQ
- Ability to exercise initiative and judgement where practices and direction are not clearly defined

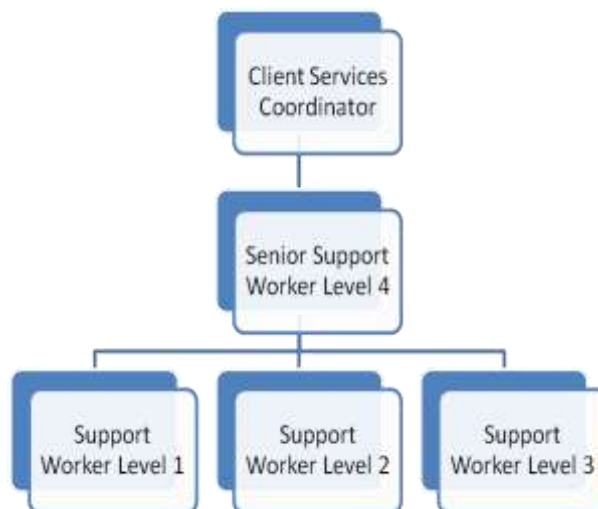
**Highly Desirable Competencies and Experiences**

- Senior First Aid and CPR Certificate
- Mentoring of Lower Level Support Staff
- Previous experience in taking part and providing feedback in Client Care Case Conferences to improve the quality of client service delivery

### Key Communications

<b>Internal Contacts</b>	<ul style="list-style-type: none"> <li>• Client Services Coordinators</li> <li>• Support Workers</li> <li>• Scheduling Officers</li> <li>• Administration Support Officer</li> <li>• Corporate Office</li> </ul>
<b>External Contacts</b>	<ul style="list-style-type: none"> <li>• Clients</li> <li>• Client's identified significant other</li> <li>• Client's GP</li> <li>• Other Services Providers/Health Professionals</li> </ul>

### Reporting Lines



### Key Performance Areas

1. Operational Support
2. Administration
3. Client Lifestyle, Health and Care
4. Training & Development/Human Resource Management
5. Workplace Health & Safety
6. Continuous Quality Improvement/Quality Management

Key Performance Area	Expected Performance Outcomes
<b>Operational Support</b>	<ul style="list-style-type: none"> <li>• Document client services and other responsibilities consistent with SCCQ Policy and Guidelines.</li> <li>• Respond to the team with information in a timely manner.</li> <li>• Attend support meetings and client case conferences with the Support Worker team and Client Services Coordinator.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provision of support to employees classified at a lower level and volunteers</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Complete progress notes, communication forms, incident report, sign in sheets, time sheets, medication sign sheets and other required documentation as required</li> <li>• Provide written reports that are clear, concise and accurate as required, using SCC approved documentation.</li> <li>• Maintain all records according to requirements.</li> </ul>
<b>Client Lifestyle, Health and Care</b>	<ul style="list-style-type: none"> <li>• Under the direction of the Client services Coordinator/Senior Support Worker, be responsible for providing a range of services based on individual client requirements, consistent with restorative outcomes as detailed in the client service plans that are within the Level 3 position description.</li> <li>• Specific Procedures/ Other services: Once deemed competent provide assistance with certain procedures as determined by the clients service plans that are within the Level 3 position description.</li> <li>• Provide report to the Client Services Coordinator on how duties were performed within re-ablement and restorative practices</li> <li>• Personal care: Assist and encourage clients to carry out daily living activities (e.g. showering and oral hygiene, dressing and grooming, mobility and transfers, toileting).</li> <li>• Provide assistance with accompanied shopping</li> <li>• Meals: Prepare and assist with meal preparation and presentation</li> <li>• Domestic assistance: Maintain residents environments in a clean, safe and comfortable condition;</li> <li>• Individual support and attention provided for Clients (e.g. appointments, rehabilitation, behavioural/cognitive);</li> <li>• Laundering of clients clothing/bedding etc., personal effects;</li> <li>• Provide assistance with unaccompanied shopping</li> <li>• Medication assistance if competency is completed.</li> <li>• Other duties within the Level 3 Position Description as directed by the Coordinator and Senior Support Worker</li> <li>• Client Service feedback: Notify Care Coordinator if any prescribed activity not completed (e.g. Client declines to bath, shower, wash, eat, socialise, take medications etc.) and documented in progress notes</li> <li>• Participate in a consultative and collaborative approach to client service planning, with the Client and Care Coordinator</li> <li>• Respite: Support clients and their families in a caring manner, by providing support within or outside of the home, which may include sleep overs</li> </ul>
<b>Training &amp; Development/ Human Resource Management</b>	<ul style="list-style-type: none"> <li>• Participate in the education, training and orientation of staff as delegated by the Client Services Coordinator</li> <li>• Attend mandatory training in accordance with SCCQ Policy and Guidelines</li> </ul>
<b>Workplace Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Undertake all duties in accordance with Workplace Health and Safety processes.</li> </ul>

	<ul style="list-style-type: none"> <li>• Complete all duties in accordance with SCCQ policies, procedures and processes;</li> <li>• Participate in education and workplace duties that support safe workplace practices</li> <li>• Maintain the work environment in a safe, clean and tidy manner</li> <li>• Ensure a safe work environment is maintained for all employees</li> <li>• Identify and report all incidents and hazards to the Client Services Coordinator as soon as practicable and act on direction from the Client Services Coordinator/Senior Support Worker on immediate action to be taken</li> <li>• Participate in the ongoing review relating to incidents to ensure that there is improvement to prevent incidents and accidents</li> <li>• Provision of mentoring to employees classified at a lower level and volunteers.</li> </ul>
<p><b>Continuous Quality Improvement/ Quality Management</b></p>	<ul style="list-style-type: none"> <li>• Attend Support Worker meetings as part of a team and offer solutions to promote quality service delivery.</li> <li>• Contribute to an environment of quality improvement by completing quality improvement forms and submit to the Care Coordinator, to maintain an environment of continuous improvement. .</li> <li>• Follow all documented work procedures and complete continuous improvement form when an alternative method of work is identified that could enhance service delivery.</li> <li>• Take part in education on Government standards and ensure all work complies with these.</li> <li>• Mentoring of staff at lower levels</li> <li>• Take part in quality improvement plans as delegated by Senior Support Worker and Client Services Coordinator.</li> </ul>
<p><b>Other Duties</b></p>	
<ul style="list-style-type: none"> <li>• Other duties as directed.</li> </ul>	
<p><b>Acknowledgment</b></p>	
<p>I acknowledge that I have read and understood the key performance areas described in this Position Description and agree to carry out my duties to meet these outcomes to the best of my ability. I also understand that at times I may be required to undertake other duties relevant to the position that are not listed in this statement. I have received a copy of this Position Description for my records.</p> <p><i>(Only to be signed by the successful candidate or position holder – not to be signed by applicants for the position)</i></p>	
<p><b>Employee</b></p>	
Name:	
Signature:	
Date:	