

BURDEKIN COMMUNITY ASSOCIATION INC.

Position Description

Position:	Support Worker
Classification:	Social, Community, Home Care and Disability Services Industry Award 2010
Status:	Casual
Hours:	Minimum 9 hrs p/w availability
Locality / Area of work:	Burdekin Shire
Accountable to:	Service Manager
Date:	June 2023

Organisational Environment

The Burdekin Community Association Inc. (BCA) is a not-for-profit, incorporated association, which strives to fulfil the unmet social, welfare and health needs of the Burdekin community.

A wide variety of community services are delivered by the BCA to the Burdekin Shire. Since establishment in 1975, we have evolved to become one of the largest community service organisations in the region.

Home Care Service

The Burdekin Community Association's Home Care Service is part of the BCA's response to the needs of the frail aged, people with disabilities and mental health conditions of the Burdekin region. The Service is funded by the Department of Health; Department of Communities, Housing and Digital Economy and National Disability Insurance Scheme.

Purpose of the Position

To provide quality care based on a clients' assessed level of need, which promotes quality of life and functional independence thereby enhancing the ability of the individual to maintain their independence by remaining in the community and in their own home.

Primary Duties and Responsibilities

Key responsibilities and duties of the position include following:

- Provide quality client care as outlined in the Support Plan applicable to each client and in accordance with BCA's policies and procedures.
- Observe and report promptly any changes or concerns in client's health, well-being or behaviour to the Home Care Service office team.
- Provide domestic assistance, social support and respite care.
- Provide personal care and assist clients with self-medication (if qualified to do so).
- Assist the Service Manager and other HCS office staff as required.

Position Requirements / Key Selection Criteria

1. Relevant experience and/or qualifications in Community Services with particular reference to services provided to the aged, persons with disabilities and their carers is desirable. Certificate III in Individual Support (Ageing, Home and Community) is desirable.
2. To provide a high and consistent level of service to, and communicate openly and effectively with clients, associates, colleagues and visitors.
3. To actively participate in the promotion of a team environment.

4. To act in a polite and courteous manner and professionally at all times. Understand and adhere to the values of the BCA and the professional service boundaries therein.
5. To attend and actively participate in relevant training programs and meetings as required.
6. High level of organisational skills, initiative and self-motivation to perform tasks within specified time frames under limited supervision.
7. Experience in working independently and as part of a flexible multi-disciplinary team to ensure the smooth operation of support services to clients.
8. Demonstrated commitment to quality practices based on strong work ethic, empathy, fairness, flexibility and confidentiality.
9. Knowledge and understanding of contemporary human resource management issues including policies and procedures, working team relationships, workplace health and safety, conflict resolution and anti-discrimination; and demonstrated commitment to their application.
10. Possession of or access to an insured and registered vehicle.
11. Possession of a functioning mobile phone.
12. Hold a current Qld 'C' Class Drivers Licence.
13. Hold an Apply First Aid Certificate.
14. Hold a current Qld Blue Card and/or NDIS Worker Screening Check or be able to obtain one.

Reporting Requirements

The Support Worker will maintain regular working contact with the Service Manager, Home Care Service.

Amendments to this Position Description

This Position Description may be amended on the mutual agreement of the parties (Service Manager and Support Worker), to provide for any major unanticipated issues.