

<b>Position title</b>	Aged Care Support Worker	<b>Reference</b>	CHSP-ACSW-ASP
<b>Award &amp; Classification</b>	Award: SCHADS Level: 2	<b>Reporting to</b>	Program Manager
<b>Location</b>	Alice Springs	<b>Cost Centre</b>	4530
<b>Section</b>	Respite, Aged & Disability Stream	<b>Program</b>	Commonwealth Home Support Program CHSP
<b>Approved</b>	Terry Cleary	<b>Date</b>	15 February 2018

## Agency Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

## Purpose of the Position

You will provide work within a strengths based framework to support frail aged people (65 years and over, or 50 and over for Aboriginal & Torres Strait Islanders) with coordinated and integrated services to service recipients and their carers'; encouraging social inclusion and independence in their home and community; thereby enhancing their quality of life and reducing the likelihood of early admission to long-term residential care.

You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations.

## Selection Criteria

### Position specific requirements

1. Certificate III Individual Support / Aged or Disability and/or at least one (1) years experience in individual support or community services.
2. Proven experience in and/or demonstrated willingness to provide the following service types-domestic assistance, personal care and social support (access to community for shopping or other activities); other approved practical support as is rostered for aged people with mobility issues, in their homes in line with consumer directed service delivery.
3. Demonstrated ability of good verbal, interpersonal and written skills, including working and communicating effectively with aged people, their family, carers' and other stakeholders.
4. Ability to work independently and report any concerns accurately and efficiently to supervisor in a timely manner.
5. Proven ability in maintaining punctuality and good time management.
6. Demonstrated ability to work effectively with a team.
7. Proven ability in basic computer skills and/or willingness to use computers under guidance for relevant training and completing timesheets etc

## General Requirements

1. Demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities and staff.
2. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
3. Northern Territory Working with Children Clearance (Ochre Card).
4. National Police Criminal History Report (less than three months old) with acceptable outcome.
5. Northern Territory Driver's Licence.
6. First Aid Certificate (or willingness to obtain if required).

## Key Accountabilities and Responsibilities

### 1. Service Provision and Reporting

Provide high quality, professional and individual support to service recipients; reporting in line with Anglicare NT policies & procedures

Responsibilities:

- Provide direct support to service recipients, in accordance to work roster as directed by senior support worker and/or program manager.
- Respect service recipient's home and property; establishing appropriate and effective relationships, whilst maintaining professional boundaries at all times.
- Observe WHS requirements in manual handling in accordance with Anglicare NT policies and procedures, utilising any provided personal protective equipment in your work area, and report any issues to supervisor.
- Maintain Duty of Care, being observant of any changes in service recipient's health and wellbeing; ensuring any concerns, complaints or issues are to be reported in a timely manner to program manager.

### 2. Administrative Tasks

Complete administrative tasks and documentation

Responsibilities:

- Maintain service roster daily, ensuring documentation is accurate and legible for reporting purposes.
- Check staff individual folders whenever in the office for notifications to be passed on, and noting any changes in work roster.
- Ensure timesheets are completed and posted to program manager through Subscribe HR by close of business each Friday (unless directed otherwise)

### 3. Team Work

Work cooperatively within a team to contribute to program outcomes

Responsibilities:

- Maintain positive and cooperative workplace relationships, sharing relative information and communicate effectively and respectfully with team members.
- Attend and actively participate in monthly team meetings.

- Preparedness to participate in professional development and team building exercises within team setting showing commitment to continuous improvement; participate in supervision and annual reviews with supervisor;

### Other Duties and Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to Anglicare NT delegations, policies and procedures and general conditions of employment.
- Model Code of Conduct by working cooperatively and effectively with clients, colleagues, management and external stakeholders.
- Comply with funding contracts, operational guidelines, budgets, approved work plans, data collection, reporting requirements and task directives.
- Comply with Anglicare NT's WHS requirements – remain vigilant about the potential for client / customer related behavioural risks and contribute to a safe working environment.
- Support organisational activities linked to Anglicare NT's Reconciliation Action Plan (RAP) including undertaking Aboriginal and Torres Strait Islander cultural competency training.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with team members to address service improvement requirements resulting from client complaints, stakeholder feedback and / or internal or external evaluation processes.
- Keep up to date (read) with emails, staff meeting records, AngliShare (intranet) updates and maintain your knowledge of policy and procedures.
- Contribute to organisational planning and review days, promotional activities, key events and quality improvement and accreditation processes as required.
- Participate constructively in supervision, performance reviews, professional development and training as required.
- Maintain attendance, leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as directed from time to time within skill set, knowledge and scope of practice.

### Delegation of Authority

Expenditure, Operational / Administrative, Personnel, Management and Legal – as per current Delegation of Authority Schedule (endorsed by the Board and periodically updated).