

Position	Home Care Support Worker
Date effective	March 2018
Conditions	Lutheran Services (QLD) Aged Care Enterprise Agreement 2018.

Who we are:

Lutheran Services is a respected not-for-profit organisation providing services in the fields of aged care, disability, family support, youth support and chaplaincy in Queensland. Lutheran Services provides quality and contemporary support and accommodation for older people, youth and their families, people living with disability or mental illness, and families experiencing domestic violence and hardship.

Our philosophy and vision

Lutheran Services exists to serve. Delivering the best in service, care and accommodation while making a meaningful contribution to communities is at the core of what we do.

Our values

- Offering grace and hope
- Delivering faithful service
- Respecting the dignity of the people we serve
- Fostering a committed and innovative culture
- Securing a sustainable future

Purpose of the role

To deliver Consumer Directed Care assistance in accordance with a client's Personal Independence Plan.

Reporting relationships

The position reports to the service's home care case manager.

Qualifications/Experience

The incumbent will possess a Certificate III in aged care (or higher) or equivalent.

Personal qualities

- Clear, friendly communication style
- Respectful of older people, their families and carers
- Non-paternalistic attitude to older people including respect for older people's capabilities
- Willing to adhere to Lutheran Services' and funding body requirements
- Commitment to personal safety
- "Warm" personality
- Punctual
- Honest
- Understanding of and commitment to client confidentiality and privacy
- Responsive to client needs
- Willing to work with non-traditional approaches to service delivery for older people

Skills

Capacity to complete a mix of the following tasks:

- Washing
- Cleaning
- Gardening
- Shopping
- Operating a computer
- Driving
- Personal care (washing/showering/bathing/dressing)

Legislative/policy requirements

All employees must have a current National Police check and will be required to provide proof of working rights. The incumbent will be required to provide medical information relevant to this position by submitting to a pre-employment medical and be deemed fit by Lutheran Services Chief Medical Officer.

Roles and responsibilities

Within the policies established by Lutheran Services and working in collaboration with relevant managers and employees, the occupant of this position will:

- Deliver services for clients at home and in the community as outlined in the Personal Independence Plan including –
 - Supporting clients to complete identified tasks
 - Guiding clients in the re-enablement of agreed tasks
 - Completing agreed tasks on behalf of clients
- Contribute to assessments of the client's goals, interests and needs
- Assist the case manager to maintain appropriate communication with carers and family members nominated by the client
- Adhere to risk mitigation procedures and bring new risks to the attention of the case manager
- Advise the case manager of significant changes in the client's capacity and/or if the client requests a different service mix
- Maintain accurate comprehensive case notes
- Undertake administrative duties associated with the role.

<p>NOTE: This position statement is not intended to be all-inclusive. Employees may perform other related duties as negotiated to meet the ongoing needs of the organisation.</p>
