

Position Description – Ageing Well Support Worker

Position Title	Ageing Well Support Worker
Department	Ageing Well
Reports To	Manager, Ageing Well
Location	Various

Position Purpose

The role of the Support Worker is to provide individualised support and service to the clients' of Deaf Connect that enables the person to live as independently as possible in their own homes.

Position – Key Result Areas

The key result areas for this role are to assist clients in maintaining their preferred lifestyle as well as general responsibilities such as following Deaf Connect policies and procedures, workplace health and safety and quality improvement.

Accountability [1-4]

Has direct responsibility over [1]	Recommends, advises, [2]
Shares responsibility with others [3]	interprets [4]
	Provides information [4]

Assisting Clients in maintaining their preferred lifestyle [1]

- Provide support to consumers living in the community to live as independently as possible
- Assist consumers with daily activities such as shopping, meal preparation, cleaning and personal hygiene per a consumer's support plan
- Assist clients to maintain their lifestyles which meet their individual needs, abilities and preferences, and which promote inclusion in the life of their community
- Assist consumers to access the Deaf and general communities to utilise services and recreation facilities
- Participate in developing individual goals for clients to assist them to maintain their preferred lifestyle
- Maintain accurate records on the consumers both in relation to personal wellbeing, functionality, social inclusion and environmental safety
- Contribute to the smooth, efficient and effective provision of services to clients by working as part of a team while maintaining confidentiality.

General [1]

- Comply with Deaf Connect policies and procedures for workplace health and safety, ensuring that you do not place yourself or others at risk of injury
- To be familiar with the Consumer Directed Care and to ensure that all work is carried out according to the Aged Care Quality Standards.
- Understand the relevant Deaf Connect quality management systems and working within them
- To work hours as rostered. Shift work is required for the efficient running of Ageing Well Services
- To contribute to a high standard of professional service by upholding the vision, mission and values of the organisation
- Other duties as requested by your supervisor or manager.

Decision Making

Decisions	Recommendations
To take appropriate action in relation to matters of urgency that may arise	Make recommendations, and assist, in the planning of service provision programs for the clients.
Make routine judgements on advice and information given, ensuring the safety of self, staff and clients.	Assist in the planning and implementation of training programs as required.

Primary Relationships

Internally	Purpose
Ageing Well Manager	Support and supervision
Support Planners	Support and supervision
Registered Nurse	Support and supervision
All Ageing Well Staff	Liaison, information and team networking
External	Purpose
Deaf and Hard of hearing Individuals	Consultation and support
Family and community members	Advice and Consultation
Community Organisations	Advice and Consultation

Persons or functions that report to the position holder:

- Nil

Knowledge and Skills - Critical Skills

Requirement for Skills / Knowledge in this position

N = None	L = Little Need	D = Desirable
M = Moderate	I = Important	C = Critical

	N	L	D	M	I	C
Innovating						*
Planning						*
Organising						*
Financial Management				*		
Customer/Client Orientation						*
Administration					*	
Auslan					*	
Vision					*	
Data Gathering					*	

Evaluation						*
Problem Solving						*
Deciding					*	
Implementing						*
Communicating						*
Lobbying						*
Negotiating						*
Consulting						*
Participating						*

Selection Criteria

Essential

- Relevant work experience or Certificate III in Community Services (Disability/Aged Care/Community Services) or other relevant qualification
- Effective communication skills, including the ability to communicate in Auslan (or willingness to learn within 3 months of commencing employment)
- First Aid Certificate or willingness to obtain certificate within 3 months of commencing employment;
- Current Driver's License
- Knowledge of the Aged Care Quality Standards and Consumer Directed Care (CDC); and
- Use of private car is necessary as part of your work.

Desirable

- Certificate III in Community Services (Disability/Aged Care/Community Services) or other relevant qualification (or equivalent work experience)
- Experience working with Deaf people
- Experience working with older people and an understanding of the support needs of aged people
- Experience working as part of a team

Salary

Salary will be based on qualifications and level of experience. Salary packaging will also be available.

Please sign below your agreement of the above position description.

Name _____ Signature _____

Date _____