



Sydney Community Services

POSITION DESCRIPTION

Aged Care and Disability Support Worker

Sydney Community Services (SCS) is dedicated to a strong community presence and is committed to supporting people to live full and independent lives, engaging communities, supporting volunteering and delivering care and support at the times when people need it most.

PURPOSE OF THE POSTION

The Aged Care and Disability Support Worker is responsible for providing capacity building support services to clients and participants to increase their independence, social inclusion, and recreation skills.

REPORTING

The position reports to the Supervisor noted in the Contract of Employment

LOCATION OF THE ROLE

SCS' offices and other community settings including the client/participant's home.

KEY RESPONSIBILITIES

The key responsibilities are to

- Work positively and in a professional manner with all clients, participants, volunteers, staff and any other stakeholders.
- Work collaboratively with clients and participants to implement their support plans based on their choice, preferences and directions.
- Support clients and participants to engage and participate in age and ability appropriate activities and tasks and access activities and outings in the community in accordance with the designated Supervisor's instructions.
- Create a stimulating and varied program of group-based activities for client and participants to enjoy whilst building their capacity to increase their independence, social inclusion, recreation skills and economic participation.
- Develop and maintain positive, cooperative and productive working relationships with volunteers and if possible accommodate their work preferences.
- Carry out a risk assessment for all venues or environments and identify and help coordinate any operational support and/or logistical requirements, including equipment, resources, performers or any other requirement.
- Coordinate the activity on the day, including setting up, instructing volunteers, external providers and contractors.
- Monitor the safety and wellbeing of clients and report any concerns to the appropriate Supervisor.
- Follow all work health and safety requirements, hygiene, incident and hazard protocols.



Sydney Community Services

- Ensure all activities are delivered within the approved budget and ensure all funds received by any method, including EFTPOS, during an activity is accounted for in accordance with SCS requirements and given to Finance for receipting and banking.
- Enter all relevant client or participant information into the Service Management System (SMS) within the appropriate timeframe.
- Provide direct care assistance to clients and participants as stipulated in their Support Plan or Schedule of Supports. The direct care included but is not limited to
 - a. light domestic assistance, cooking, meal preparation, cleaning and companionship
 - b. transporting and accompanying to appointments, shopping and outings into the community
 - c. standby assistance to showers, dressing and personal hygiene maintenance
- Deliver supports in accordance with the relevant Industry Standards and Australian Privacy Principles and complete the Individual Goal Tracking report in accordance with the relevant guidelines.
- Engage in respectful social interactions with clients and participants, including friendly conversation and empathic support whilst respecting privacy and property.
- Liaise extensively with other staff to ensure an overall smooth and consistent service delivery.
- Provide back up support to other staff and teams within the organisation as necessary.
- Report to the Supervisor any unsafe client behaviour, including combative or aggressive behaviour on the day of observation and ensure all accidents and risks in the client's/participant's home are correctly reported to the Supervisor, documented and acted upon.
- Ensure any personal, private or sensitive information regarding a client, participant, carer, representative, advocate, member of family, volunteer, staff member or other stakeholders remains confidential in accordance with the Australian Privacy Principles.
- Actively seek to improve the quality and efficiency of service provision and procedures for the Continuous Improvement Committee to consider and implement through client informal and formal feedback.
- Actively contribute to a team environment through open communication and participation in team meetings.
- Keep up to date and comply with all Industry Standards and SCS Policies and Procedures and deliver supports in accordance with SCS Code of Behaviour.
- Actively promote work, health, safety and rehabilitation policies, practices and procedures whilst upholding the client's rights and responsibilities.
- Pro-actively implement innovative solutions to ensure quality service standards are enhanced and upheld and participate in SCS Risk Management Framework with the Supervisor, by identifying, analysing, evaluating and treating risks.
- Other duties as requested by the Supervisor.
- Submit a timesheet for payroll purposes, expense claims with original receipts and kilometre claims through the Kronos Workforce Ready System on a fortnightly basis.



Sydney Community Services

QUALIFICATIONS, SKILLS AND EXPERIENCE

- Qualifications in Community Services and/or relevant industry experience.
- Effective listening and verbal skills and the use of discretion and confidentiality at all times.
- Client and participant focused and person centred approach as well as the personal attributes of patience, flexibility, sound work ethics, discretion, cultural awareness, sensitivity and respect are required.
- Ability to adapt to computer systems and software programs to ensure an efficient and effective service delivery to clients and participants.
- Knowledge of current developments, new programmes and initiatives in the Aged Care and Disability Sectors.

EMPLOYMENT REQUIREMENTS

- A car is required for this role.
- A clean and current NSW driver's licence.
- A current First Aid Certificate.
- A current Police and NDIS Worker Screening Check and if necessary a current Working with Children Check which will be completed by Sydney Community Services.

SIGNATURES

I have read and received instruction on the above job description and agree to abide by the responsibilities outlined. Employee Name and Signature:	Date:
CEO Name and Signature: Gillian Batt	Date:
This Position Description was last reviewed by: Branka Ivkovic	Date: 07/09/2021 V1.1