

## HR 018 POSITION DESCRIPTION (HOME CARE LEVEL 3)

### Our Mission

To share in the healing ministry of Jesus  
by providing professional community services  
to enhance the wellbeing of individuals and families.

<b>POSITION TITLE</b>	Level 3 Support Worker
<b>SALARY SCALE</b>	Social, Community, Home Care and Disability Services Industry Award 2010 Home Care Employees Level 3
<b>EMPLOYEE NAME</b>	
<b>HOURS PER FORTNIGHT</b>	20 hours per fortnight
<b>LOCATION</b>	Rockhampton et al
<b>RESPONSIBLE TO</b>	Senior Support Worker

### THE POSITION AND COMMUNITY CARE SERVICE PROGRAM

As a member of the Community Care Service Team staff are responsible for providing a range of services to:

- Eligible clients living in the community who would be at risk of premature or inappropriate long term residential care;
- Older frail people or younger people with moderate to severe disabilities;
- The unpaid carers of participants within the program.

Support Workers must ensure they provide services in accordance with relevant organizational procedures, funding guidelines and relevant standards.

### SPECIALIST KNOWLEDGE AND SKILLS

**A position in this level has the following characteristics:**

- Indicative but not exclusive tasks include: prepare meals and special functions; provide input into meal planning; schedule work programs on a routine and regular basis; co-ordinate and direct the work of support staff including maintenance (no more than four); oversee the provision of domestic services; provide personal care to clients with particular emphasis on those requiring extra help due to specific physical problems or frailty; schedule maintenance work programs on a routine and regular basis; plan, and carry out general maintenance falling within the scope of trades skills.
- Deliver culturally appropriate services;
- Demonstrate preparedness and capacity to work effectively and appropriately with teams;
- Actively work towards the CentacareCQ mission and within its values framework;
- Other duties and responsibilities from time to time that you are competent and trained to do.

### JUDGMENT AND DECISION-MAKING

These positions require personal judgment. The nature of work is usually specialised with procedures well understood and clearly documented. The particular tasks to be performed will involve selection from a range of techniques, systems, equipment, methods or processes.

### ACCOUNTABILITY AND EXTENT OF AUTHORITY

Employees perform work under general supervision. Employees in this level have contact with the public or other employees which involves explanations of specific procedures and practices. Employees in this level are accountable for the quality, quantity and timeliness of their own work in so far as available resources permit, and for the care of assets entrusted to them.

### QUALIFICATIONS, KNOWLEDGE, SKILLS AND EXPERIENCE

The following is needed to perform work at this level:

- Indicative but not exclusive of the qualifications required in this level is an accredited qualification to the position at the level of Certificate 3 and/or knowledge and skills gained through on-the-job training commensurate with the requirements of the work in this level.

#### Prerequisites

- I. **Interpersonal skills** - Positions in this level require skills in oral and written communication with clients, other employees and members of the public.
- II. Current C class drivers license (QLD); AND
- III. Ability to obtain and maintain relevant security clearances (Positive Notice Blue Card, Satisfactory Police Check).

### SIGNING AUTHORITY

Capital Expenditure	\$0	Recurrent Expenditure Please refer to <a href="#">BU 20D Purchase Signing Authority</a>	\$0
Approve Overtime	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Approve Timesheet	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Approve Leave	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Approve TOIL:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Change Employment Conditions for Line Managed Staff (increment increases, change in hours, etc)			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

### APPROVAL DETAILS

<b>NAME</b>	Robert Sims
<b>ROLE</b>	Director
<b>DATE</b>	16 March, 2018

## DUTIES OF THE ROLE

### Clients and Services

- Provide a range of services to clients as per client care plan and roster, in line with CentacareCQ policy and procedures:
  - Domestic assistance which may include sweeping, mopping and vacuuming, dusting, folding, ironing, cleaning bathroom and toilet, and any other suitable house duties;
  - Personal care - assisting clients with daily self care tasks;
  - Meals - to deliver in home meals or assist with preparation of meals;
  - Transport - delivered in CentacareCQ vehicles (Note - personal car to be used only when CentacareCQ vehicle is not available);
  - Social support such as visiting services, assisting people with shopping or other social activities;
  - Medication assistance;
  - Respite services.

### Documentation & Communication

- Complete a range of documentation as required including:
  - Case notes;
  - Use of a range of CentacareCQ systems to perform the duties of the role.

### Workplace Health and Safety

- Follow all relevant Organisation policies and procedures in regards to Work place health and safety;
- Use personal protective equipment (PPE) supplied by CentacareCQ;
- Report hazard and incidents and report as per procedures;
- Assess risk in the workplace and notify line manager of any risks immediately.

### Other Responsibilities

- Participate in regular line management and participate in all mandatory training and complete program competencies as required;
- Undertake professional development;
- Comply with CentacareCQ's policies and procedures, as per the Quality System (including current Workplace Health and Safety legislation) and relevant legislation;
- Work flexible hours including weekend and public holidays to perform the duties of the role.

<b>Employee's Signature:</b>	<b>Line Manager's Signature:</b>
<b>Date:</b>	<b>Date:</b>