



## Position Description Community Support Worker (Level 2 Carer)

Stage:  
Issued  
Version:  
9.004030  
Group:  
HR/Position Description

### Reports To:

At Home Manager

### Employment Status:

Casual or Permanent

### Grade/Award:

Home Care Employee (Grade Two)

### Primary Objective:

The key purpose of this role is to provide a variety of services to clients in a community setting as allocated by the Care Manager.

### Key Responsibilities:

#### Section A - Key Role Specific Responsibilities

##### Client Service:

- The provision of quality in home personal care to clients in accordance with their individual care plans including duties such as:
  - Personal care - showering, wound monitoring, medication assistance
  - Domestic assistance - housework, laundry, meal preparation
  - Social and emotional support
  - Transportation - shopping, medical visits
  - Respite for carer/family members
- Ensure the privacy, confidentiality and dignity of clients
- Respond to emergency situations using first aid skills whilst working within the scope of responsibilities for a Community Support Worker
- Maintain professional working relationships with clients at all times

##### Documentation:

- Undertake accurate client documentation
- Report and document changes in client care and or service requirements

#### Section B - Our Common Purpose

##### Contribution to Culture:

At Feros Care, every person plays an important role in helping us to **empower Seniors to live their best life**. Our six core Values are the foundation of our decision making, reward, recognition and culture, which we practice every day. As part of the Feros Care team you are expected to display the following values in everything you do:

- Ensure everyone belongs and is an essential part of the Feros Community - **Everyone Matters**
- Take responsibility for your own learning and development and commit to a continuous journey of personal growth - **Life Long Learning**
- Contribute to an environment filled with energy, laughter and purpose - **Positive Energy**
- Always strive to be the best you can and surpass expectations - **Service Excellence**
- Think outside the square to inspire new ideas for excellence - **Innovative Thinking**
- Commit to professionalism and accountability - **Absolute Integrity**

##### Leading with Technology:

Feros Care utilises technology to not only support our clients live their best lives, but it's also the way we communicate; the way we report and document; the way we learn; the way we participate and most importantly how we engage with each other. To join us you must be:

- Willing to embrace technology solutions that will not only help our clients but also allow you to learn, participate and engage with your work colleagues and the organisation
- Confident using technology such as smart phones, tablets, laptops, video conferencing, GPS and search engines to access information and support our clients
- Eager to look for new and exciting ways to support our clients with technology that will solve issues and achieve their goals

##### Work Health and Safety (WHS):

All Feros Care staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others
- Comply with the Feros Care WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements
- Attend and actively participate in WHS and other mandatory training
- Monitor workplace conditions and report:
  - Ideas which may improve health and safety
  - Any work related or personal injury or illness (where it may affect their ability to work safely)
  - Any work related incident they witness, including bullying and harassment
  - Hazards and incidents including any malfunction or inadequacies of equipment
- Correct minor hazards as applicable

All staff are encouraged to be proactive and participate in activities and programs designed to improve health and safety

### Personal Attributes and Qualities:

To be highly effective in this role you will need to identify with the following personal qualities:

- Genuinely listens and takes time to understand the real message
- Consistently energetic and enthusiastic
- Acts with absolute integrity
- Clearly enjoys interacting and engaging with clients
- Has a friendly and cheerful demeanour
- Presents professionally at all times in dress, appearance and communication
- Can flex style and approach to suit the needs of the situation
- Safety and Risk conscious
- Embraces new technology
- Shares skills, knowledge and expertise proactively
- Stays true to the essence of Feros Care (culture, values, philosophy, service model) during change situations
- Ensures clients are in the driving seat of decisions
- Able to prioritise and deal effectively with multiple conflicting priorities
- Has an unwavering commitment to strengthening client's independence
- Thrives on helping others
- Able to 'think on your feet'
- Has a positive 'can do' outlook

### Criminal History:

This position requires a mandatory National Police Check to be conducted if chosen to be the successful candidate. The National Police Check will be renewed every 3 years.

### Essential Criteria for Position:

#### Essential Skills, Experience and Knowledge:

- Ability to use a Smartphone or be prepared to learn to use one
- Ability to map read or use a personal GPS (navigation system)

#### Qualifications, Certificates and Registrations:

- Certificate III in Aged Care or other relevant qualification
- Current drivers licence and ability to travel using own vehicle
- Current vehicle registration including compulsory third party personal injury insurance

#### Essential Ability Requirements:

- Physical suitability and competence: Physical fitness including (but not limited to): manual handling, carrying, standing/sitting for long periods of time

### Desirable Criteria for Position:

- Certificate IV in Aged Care
- Medication Management Certificate or experience with medication administration
- Current First Aid Certificate or higher

### Summary of Specific Responsibilities

Defined in	Responsibility
Activating a Client's Response Plan : Feros Central	Community Support Worker (Level 2 Carer)
Activating a Client's Response Plan : Feros Central (Not Issued)	Community Support Worker (Level 2 Carer)
Care Recipients Not Responding to Rostered Service : Client Services - General	Community Support Worker (Level 2 Carer)
Care Worker Social Reimbursement : Client Services - Health and Wellness (Not Issued)	Community Support Worker (Level 2 Carer)
Community Client Handover Procedure : Client Services - Health and Wellness	Community Support Worker (Level 2 Carer)
Community Staff Documentation Submission Procedure : Client Services - Health and Wellness	Community Support Worker (Level 2 Carer)
Community Staff Documentation Submission Procedure : Client Services - General (Not Issued)	Community Support Worker (Level 2 Carer)
Compiling a CSW Staff Compendium : Client Services - Health and Wellness	Community Support Worker (Level 2 Carer)
Food Safety in the Home : Client Services - Health and Wellness	Community Support Worker (Level 2 Carer)

Other related Team/Group based responsibilities for **Community Support Worker (Level 2 Carer)**

### Incumbent Statement:

I have read, understand and accept the above Position Description for Community Support Worker (Level 2 Carer).

Signed: ..... Date: ... / ... / .....

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Created:  
14/12/2015

Owner:  
Manager - People and Culture  
Completed:  
19/05/2016

Template:  
tpp/3docgrp4.asp  
Authorised:

Doc Id: Session:  
29896/16527 138873482  
Reviewed:  
19/05/2016

Next Review:  
19/05/2017  
Issued:  
19/05/2016

Keywords: position description personal care