



## Position Description

### Support Worker – Aged Care

<b>Position Title</b>	Support Worker – Aged Care
<b>Location</b>	Maroochydore; Gympie; with travel required across NCACCH service region/s
<b>Employment Status</b>	Full-time, Part-time, Casual; up to 36 hours per week
<b>Position Report To</b>	General Manager – Community & Aged Care Services
<b>Position Responsible for</b>	Nil
<b>Remuneration</b>	Dependent on qualifications & experience Salary sacrifice entitlement available Employer contribution to superannuation (12.75%)

#### NCACCH Background Statement

North Coast Aboriginal Corporation for Community Health (NCACCH) is a not for profit, community-controlled health corporation and is funded by the Australian Government's Department of Health (DoH), Central Queensland, Wide Bay & Sunshine Coast PHN and the Queensland Government Department of Health.

NCACCH is an innovative leader in Aboriginal and Torres Strait Islander healthcare, providing a range of services and programs through its hybrid Brokerage and Aboriginal Medical Service (AMS) model for health service delivery. NCACCH maintains contracts with over 800 primary and allied health professionals across the region.

With the purpose of providing a holistic and comprehensive primary health care service NCACCH seeks to improve health and social outcomes to our community through:

- Provision of access to a full regional network of health care professionals
- Encouraging choice for individual Indigenous community members. And through exercising this choice, building cultural sensitivity and inclusiveness across the community while simultaneously promoting market competition between health care service providers as they seek to attract Indigenous clients; and
- Utilising its Aboriginal Medical Service and partnerships with primary healthcare and other specialised services, as a proactive strategy in delivering community wide “Closing the Gap” health status improvement initiatives.

***Our Vision: To improve the health and wellbeing of our community through the provision of culturally safe, responsive and inclusive services.***

## Purpose of the Position

The NCACCH Support Worker – Aged Care is part of the Community Health Services team and reports to the – General Manager – Community & Aged Care Services, and at times the Team Lead – Aged Care.

The NCACCH Support Worker – Aged Care provides practical care supports to enable Elders to remain at home with an aim of living an active, self-determined and meaningful life. In line with the Aged Care Quality and Safety Commission Standards and guidance under the NCACCH Aged Care Framework and client care plan, this role involves a mix of day respite services, personal care, domestic assistance and social support.

The NCACCH Support Worker – Aged Care is expected to operate with the highest level of integrity, accountability and professionalism in accordance with NCACCHs values and Code of Conduct. In addition, this position will focus on ensuring the efficiency and effectiveness of the organisation's service delivery. They will support continuous improvement through encouraging innovation and best practice, within NCACCHs current quality management systems.

## Selection Criteria

### Essential:

- Full/Partial completion of Cert III in Aged Care, Disability or Individual Care
- Demonstrated understanding (or willing to learn) of Aged Care System
- Demonstrated experience in working with clients with chronic health conditions and relevant self-management techniques
- Demonstrated ability to use culturally sensitive ways to encourage and improved client access to other NCACCH services and programs
- Demonstrated ability to communicate, engage and actively contribute to a positive team environment
- Highly flexible with the ability to work in challenging situations, work under pressure and meet deadlines.
- Demonstrated ability to work with, communicate & engage effectively with Aboriginal and Torres Strait Islander peoples, communities and their leaders, respecting traditional culture, values and approaches to business operations
- Excellent communication, interpersonal skills and experience building & maintaining strong working relationships with a range of internal and external stakeholders
- Sound computer skills with experience working with a range of systems & applications and the aptitude and willingness to learn other relevant programs as required
- Ability to or willingness to learn how to enter data and/or reporting.

**Desirable:**

- Training in Aboriginal Mental Health First Aid
- Knowledge of WHS regulations relating to cleaning and chemicals
- Demonstrated understanding of the principles of person-centred care and trauma-informed practice
- Experience working within an Aboriginal Community Controlled Health Organisation (ACCHO) or similar
- Positive relationships with the local Aboriginal and/or Torres Strait Islander community, including network connections across aged care providers, mainstream supports and community sector

**Mandatory Qualifications / Professional Registrations and Licences**

- Current C Class Drivers Licence (QLD)
- Reliable Vehicle with Proof of Registration and Insurance
- Current or Willingness to Gain Criminal History Check
- Current Suitability 'Blue Card' for working with children and young people unless an exempt professional
- Current or Willingness to Gain First Aid/CPR qualifications

**General Role Requirements**

- Work out of normal hours of duty, including some weekends and public holidays, will be required
- Travel across the region will be required

## Position Responsibilities

### In Home Support

- Provide direct, in-home care services to clients including domestic assistance, social support, and transport
- Provide personal care services according to each client's documented Care Plans such as group social support, bathing, showering, grooming, nutrition, and oral hygiene
- Establish and maintain respectful relationships with clients and their families
- Provide day to day practical support for clients in their home and the community by; reliably following a roster of scheduled appointments to deliver services to a variety of clients and engage meaningfully with clients and their families while providing services as a trusted individual allowed into their personal space
- Maintaining accurate, high quality, timely record keeping via the use of digital apps
- Identifying changes in client capabilities and proactively referring them for review when their Care Plan may require updating
- Participate in activities relating to incident reporting, client feedback and Continuous Quality Improvement initiatives
- As directed, liaise with elderly clients to encourage participation and engagement in home support and respite activities
- Identify any barriers and issues and raise directly with the Team Leader/Manager as appropriate
- Perform data entry duties and provide reports as required
- Strictly maintain client confidentiality and privacy
- Follow procedures and practices to work to the Aged Care Quality and Safety Standards
- Engage with My Aged Care and local assessment staff

### Relationship Management

- Foster productive working relationships with other NCACCH staff to enable the delivery of seamless support services
- Actively foster productive working relationships with local networks, government departments, other service providers and suppliers to promote NCACCH and remain abreast of emerging issues relevant to your role / area of responsibility
- Encourage cross-functional collaboration to achieve the best outcome for the organisation and community.
- Actively seek out ways to grow professional networks and relationships with relevant organisations and providers to promote and increase brand awareness of NCACCH

### Excellence

- Seek to understand your role in the larger organisation context
- Comply with and contribute to continuous improvement of all NCACCH policies, procedures and processes
- Proactively investigate new perspectives, attitudes and behaviours and take steps to evaluate and improve your own and organisational performance
- Deliver a high level of customer service, including the timely provision of agreed services to clients and other key stakeholders where applicable

- Maintain own competencies and participate in professional development programs
- Participate in scheduled performance development check- Ins and review processes
- Contribute to effective team performance which ensures NCACCH continues to deliver the best service to community in line with program specific accreditations and ISO 9001 standards

### **Safety**

- Report any work-related personal injuries/illness or incidents, safety hazards, malfunction of any machinery, plant or equipment
- Wear/use and maintain/care for personal protective clothing and/or equipment provided and report any defects
- Use lifting equipment and assistive devices as per guidelines
- Participate in rehabilitation process if injured or ill due to work
- Demonstrate leadership in NCACCH Work Health Safety goals and objectives remaining compliant with WHS Legislation and NCACCH policies and procedures
- Carry out your duties safely in accordance with your ability and competence

### **NCACCH Values**

All employees of NCACCH must carry out their duties and conduct themselves in accordance with the organisation's values, Code of Conduct & policies/procedures. NCACCH values are:

- Transparency
- Safety
- Diversity
- Respect
- Collaboration
- Innovation
- Integrity

### **Legal Obligation**

- All relevant health professionals who, in the course of their duties, formulate a reasonable suspicion that a child or young person has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to the Department of Child Safety

Other duties consistent with the position where required and/or requested by your Manager. NCACCH can direct you to carry out duties which it considers are within your level of skill, competence, and training at any time.

**Please note that the duties outlined in this Position Description are not exhaustive and are only an indication of the work of the role.**

**NCACCH reserves the right to vary the Position Description.**