

Position Description: <b>Community Support Worker</b>	<b>Bobby Goldsmith</b> <hr/> <b>Foundation</b>
<b>Role</b>	Community Support Worker
<b>Reporting to</b>	Community Support Program Manager
<b>Direct reports</b>	Nil
<b>Status</b>	Permanent Part-Time or Casual Hours of Work for Permanent Part-Time will be discussed in the interview
<b>Award</b>	SCHADS (Social, Community, Home Care and Disability Services Industry Award 2010 – MA 000100)
<b>Classification</b>	Level 2, pay point will be determined based on experience
<b>Location</b>	Sydney or Adelaide

<b>Role Objectives</b>	<ul style="list-style-type: none"> <li>To provide high quality care and support to meet the identified needs of BGF clients living in the community.</li> <li>To work in collaboration with Client Services team to achieve improved health and wellbeing outcomes for clients.</li> </ul>
<b>Responsibilities of this role include, but are not limited to:</b>	<p><b>CLIENT SERVICES</b></p> <ul style="list-style-type: none"> <li>Proactively developing and maintaining client relationships that facilitate progress towards planned and agreed levels of independence</li> <li>Orientating new clients ensuring they are aware of services provided, health and safety procedures, relevant policies and procedures and other information that may be required</li> <li>Assisting clients with activities of daily living according to the client's self-defined needs and Care Plans. This assistance may include shopping, personal care, medication prompting, meal preparation, laundry, client transportation and prompting for meds and appointments</li> <li>Providing emotional and social support to clients in conjunction with the BGF Client Services Team and external support agencies</li> <li>Responding effectively and appropriately to emergency client situations according to the needs presented</li> <li>Responding promptly with understanding and duty of care to difficult and challenging client situations</li> <li>Undertaking brokered care shifts (brokerage) as required</li> <li>Undertaking disability, aged care and brokered support shifts as required</li> <li>Supporting clients to access activities in the community</li> </ul>

	<ul style="list-style-type: none"> <li>• Assessing and managing risks identified during the course of one’s daily work routine</li> <li>• Provide information and referrals on the full range of BGF client support services and advice that is available</li> <li>• Remain up to date on the range of support and services available to People Living with HIV (PLHIV), LGTBQIA+ community, disability and aged care including undertaking training and development as requested</li> <li>• Monitoring and reporting on the impact of client support and making recommendations</li> <li>• Attend to monthly supervision</li> </ul> <p><b>OPERATIONS</b></p> <ul style="list-style-type: none"> <li>• Establishing, updating and maintaining client records and files so that client needs are consistently and effectively handled, statistics are available on a daily basis and information is up to date and accessible when worker is away from work.</li> <li>• Working independently and as part of a multi-disciplinary team to ensure a high standard of service is consistently delivered to clients.</li> <li>• Training new team members, students or volunteers from time to time as required.</li> <li>• Covering for other team members from time to time as required or directed.</li> <li>• Taking full responsibility for own day-to-day administration e.g. client notes, transport, mileage, correspondence, appointments etc.;</li> <li>• Complying with all BGF Policies and Procedures at all times.</li> <li>• Actively participating in internal and external supervision meetings.</li> <li>• Ensuring that BGF complies with its legal requirements and strives for best practice in the provision of a safe workplace for all involved.</li> <li>• Ensuring that all incidents, hazards and near-misses are reported promptly following the guidelines as established.</li> </ul> <p><b>OTHER</b></p> <ul style="list-style-type: none"> <li>• Undertaking other duties as required by management (commensurate with one’s skill level) to assist the organisation achieve its goals.</li> <li>• Displaying a commitment to the Vision, Mission and Value of Bobby Goldsmith Foundation.</li> </ul>
<p><b>Role Requirements</b></p>	<p><b>SKILLS</b></p> <ul style="list-style-type: none"> <li>• Respect to all stakeholders including clients, teams and colleagues.</li> <li>• Interpersonal relationships.</li> <li>• Active listening.</li> <li>• Strong teamwork through cooperation, participation, support and reflection.</li> <li>• Client service of the highest quality at all times.</li> <li>• Patience with and understanding of clients’ needs while keeping boundaries.</li> </ul>

	<ul style="list-style-type: none"> <li>• High level communication skills, both written and verbal.</li> <li>• Ability to work as part of a team.</li> <li>• Ability to think and act autonomously (under clear guidance).</li> </ul>
	<p><b>KNOWLEDGE AND EXPERIENCE</b></p> <ul style="list-style-type: none"> <li>• Strong understanding of the needs of PLHIV, the LGBTQIA+ community and disability and aged care recipients.</li> <li>• Experience in supporting PLHIV or another chronic manageable disease.</li> <li>• A sound understanding of the National Disability Insurance Scheme (NDIS) and My Aged Care (MAC).</li> <li>• A sound knowledge of the NSW / SA HIV strategy and the role of community-based services to meet its goals.</li> <li>• An understanding of the community sector and how Not-for-Profit organisations operate.</li> <li>• Strong understanding of the privacy and confidentiality needs of clients as reflected in BGF’s Privacy Policy.</li> <li>• Sound IT / technology competence with Microsoft programs, Client Management Systems, electronic timesheets, Payroll system (Xero) and HRIS (Employment Hero) as well as the ability to adapt to new systems as they are introduced.</li> </ul>
	<p><b>PERSONAL ATTRIBUTES</b></p> <ul style="list-style-type: none"> <li>• Professional, Respectful, Inclusive, Empathetic, Organised, Ethical, Motivated, Independent thinking, Adaptable, Trustworthy and reliable, Self-reflective, Non-judgemental, Client-focused and Person-centred, and Committed to social justice.</li> </ul>
	<p><b>ESSENTIAL REQUIREMENTS</b></p> <ul style="list-style-type: none"> <li>• Certificate IV in Community Services (completed or in progress) or relevant industry experience.</li> <li>• NDIS Worker Screening Check.</li> <li>• Must satisfy all residential/visa requirements for working in Australia (Proof of right to work in Australia)</li> <li>• 100-points ID.</li> <li>• Current and clean NSW /SA driving licence.</li> <li>• Current Level 1 First Aid Certificate and CPR.</li> <li>• Proof of COVID-19 vaccination (a copy of Immunisation History Statement issued by the Australian Government). Under the current work health and safety framework for infectious disease screening and vaccination, BGF employees are required to have at least two doses of a COVID-19 vaccine unless they have a medical contraindication. BGF conducts regular reviews to ensure our policy reflects the latest expert advice.</li> </ul>
	<p><b>DESIRABLE REQUIREMENTS</b></p> <ul style="list-style-type: none"> <li>• A reliable and roadworthy motor vehicle to travel to participant's homes and assist them in accessing the community, including comprehensive motor vehicle insurance and registration.</li> <li>• Mental Health First Aid training completed and current.</li> <li>• Experience working with staff and volunteers with a lived experience.</li> </ul>

	<ul style="list-style-type: none"><li>• An understanding of the principles and practice of client-centred care.</li><li>• An understanding of the value of working with the client's families and friends.</li><li>• Knowledge of and experience in working with Aboriginal and Torres Strait Islander peoples and people from culturally and linguistically diverse (CALD) backgrounds.</li></ul>
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