

Community Support Worker Position Description	<u>Bobby Goldsmith</u> Foundation
<b>Role</b>	Community Support Worker
<b>Reporting to</b>	Community Support Program Manager
<b>Direct reports</b>	Nil
<b>Status</b>	Casual
<b>Award</b>	SCHCADS (Social, Community, Home Care and Disability Services Industry Award 2010 – MA 000100)
<b>Classification</b>	Level 2, pay points will be determined based on your experience and internal relativity
<b>Location</b>	Sydney

<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 Community Support Program Coordinator 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 Support 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 NDIS shifts as required</li> <li>Supporting clients to access activities and outing 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>• Being a skilled adviser on the full range of BGF client support services and advice that is available</li> <li>• Keeping up to date on the range of support and services available to PLHIV including undertaking training and development</li> <li>• Monitoring and reporting on the impact of client support and making recommendations</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. documentation, transport, time sheets, correspondence, appointments etc.; in particular ensuring that your timesheet accurately reflects the hours you worked and is submitted for approval on time</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 and hazards 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>
<b>Role Requirements</b>	<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> </ul>

	<ul style="list-style-type: none"> <li>• Patience with and understanding of clients’ needs while keeping boundaries.</li> <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</li> <li>• Experience in supporting people living with HIV or another chronic manageable disease</li> <li>• A sound understanding of the National Disability Insurance Scheme (NDIS)</li> <li>• A sound knowledge of the NSW 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 competence with Microsoft programs, Client Management Systems, electronic timesheets 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>• Initiative</li> <li>• Empathy</li> <li>• Organised</li> <li>• Ethical</li> <li>• Motivated</li> <li>• Independent thinking</li> <li>• Adaptable</li> <li>• Trustworthy and reliable</li> <li>• Self-reflective</li> <li>• Common sense</li> <li>• Non-judgemental</li> <li>• Client focused and person centred</li> <li>• 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)</li> <li>• A current, valid Working With Children Clearance (WWCC)</li> <li>• A current National Criminal History Check</li> <li>• Must satisfy all residential/visa requirements for working in Australia</li> <li>• Current and clean State driving licence</li> <li>• Current Level 1 First Aid Certificate and CPR</li> <li>• COVID-19 vaccination certificate issued by the Australian Government (Due to the public funding arrangement we require all employees’ vaccination status to be ‘up-to-date’ including booster shot).</li> </ul>

	<p><b>DESIRABLE REQUIREMENTS</b></p> <ul style="list-style-type: none"><li>• Mental Health First Aid training completed and current</li><li>• Experience working with staff and volunteers with a lived experience</li><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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