

## POSITION DESCRIPTION

### Support Worker, Multicultural Home Support Services (MHSS)

#### ABOUT SPECTRUM

Spectrum Migrant Resource Centre Ltd (Spectrum) is a not-for-profit organisation, delivering culturally appropriate and responsive services to people with migrant and refugee backgrounds predominantly living in the Northwest Metropolitan region of Melbourne. Our service areas include migration and settlement, family relationship and parenting, social and economic inclusion, aged care, disability, and family carers.

**Our Vision** A profoundly diverse and inclusive Australia, a place where extraordinary diversity enhances the lives of all.

**Our Mission** To provide high quality, culturally safe and responsive services for people from diverse backgrounds. As a committed partner of our community we advocate, promote inclusion and champion belonging.

**Our Purpose** For everyone to 'feel at home'

**Our Values**

- Belonging:** being welcoming, creating safe spaces for people to speak up, actively listening and striving to understand our different perspectives and journeys (clients and colleagues)
- Respect:** treating everyone with dignity and fairness, owning our mistakes, showing kindness and empathy to ourselves and others
- Connection:** working as one team with the wisdom of collaboration, sharing information transparently, resolving conflicts constructively and nurturing partnerships
- Excellence:** seeing possibilities to continuously improve, overcoming obstacles to change, being curious, open minded and actively seeking feedback and evidence to guide our work.

#### ABOUT YOUR ROLE AS A SUPPORT WORKER

**As a Support Worker, you play one of the most important and appreciated roles in our diverse and welcoming Aged Care team.** You uphold the Aged Care Standards to a high level and show respect, compassion and enthusiasm for your clients, who come from many different cultures. Every day, you make a positive difference to the lives of elderly people, as well as their carers and loved ones.

You will build strong, positive relationships with your clients as you support them to enjoy independent living in their own homes, a good social life and a sense of wellbeing. Your Support Worker job will bring you many fulfilling career options and skills for the future.

#### WHAT THIS JOB INVOLVES

As a Support Worker, your responsibility is to provide good care, assist with daily activities and ensure the wellbeing and safety of your client by following their Care Plan. Below are **examples** of your daily tasks as a Support Worker.

<p><b>Provide individual support to each client</b></p>	<ul style="list-style-type: none"> <li>• <b>PERSONAL CARE:</b> Help your client with bathing, grooming, toileting, changing clothes and incontinence pads. It is important to maintain their dignity and respect.</li> <li>• <b>HOME CARE:</b> Make sure your client's home is clean and safe by tidying, mopping, vacuuming, dusting, washing floors and wet areas, changing bed linen and doing laundry.</li> <li>• <b>RESPIRE:</b> Transport and support your client to attend outings and activities outside of their home like shopping, appointments and social events.</li> </ul>
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	<ul style="list-style-type: none"> <li>• <b>MEAL PREPARATION:</b> Make sure your clients receive good nutrition and hydration by cooking or heating food and drinks that are suitable for their dietary needs and likes.</li> </ul>
<b>Maintain health and safety</b>	<ul style="list-style-type: none"> <li>• <b>CLIENT MONITORING AND REPORTING:</b> If you notice any changes in your client's behaviour or physical health such as bruises, confusion, trouble moving around or sudden mood changes, report these to your manager so they can take action to help your client.</li> <li>• <b>OCCUPATIONAL HEALTH &amp; SAFETY (OH&amp;S):</b> Regularly complete the Occupational Health &amp; Safety (OH&amp;S) checklist and report any possible safety risks at work to your manager right away.</li> <li>• <b>REPORTING BULLYING, HARASSMENT &amp; ABUSE:</b> If you witness or experience any bullying, violence, sexual harassment or abuse toward your client, report these to your manager.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Attend staff meetings and training sessions when required.</li> </ul>

## TO BE A SUPPORT WORKER, YOU NEED

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Certificate III or IV in Home &amp; Community Care, Aged Care and/or Individual Support</li> </ul>
<b>Important Documents</b>	<ul style="list-style-type: none"> <li>• A clear National Police Check</li> <li>• Victorian Driving Licence and your own car that is registered, roadworthy and fully insured</li> <li>• First Aid Certificate (HLTAID003) including CPR</li> <li>• Manual Handling &amp; Infection Control Certificate</li> </ul>
<b>Personal Qualities &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• A patient, supportive and attentive personality</li> <li>• Care and respect for your clients' diverse cultural backgrounds</li> <li>• Able to build positive, helpful relationships with your clients and colleagues, and be someone they can rely on</li> <li>• The desire to improve your elderly clients' lives through your work</li> </ul>
<b>Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>• A good level of English</li> <li>• Basic computer skills</li> <li>• The ability to follow a client's individual Care Plan</li> <li>• An understanding of confidentiality</li> <li>• Able to organise your tasks to complete them on time</li> </ul>

## POSITION INFORMATION

<b>Location</b>	In clients' homes and communities
<b>Award</b>	<a href="#">Social, Community, Home Care and Disability Services Award</a>
<b>Classification</b>	Level 3.1
<b>Employment Period</b>	Casual
<b>Hours of Employment</b>	At least 15 hours per week

## YOUR JOB AT SPECTRUM

<b>Your department</b>	Aged and Disability
<b>Your Manager</b>	Henriette Mazloum (Workforce Coordinator)

## TECHNOLOGY YOU MAY NEED TO USE IN THIS ROLE

- Microsoft Windows Office Suite
- Microsoft Authenticator

## ADDITIONAL INFORMATION

<b>Work Health &amp; Safety</b>	<p>All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct and are required to report all incidents and injuries as well as cooperating with measures introduced in the workplace to improve health and safety.</p> <p>Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or conditions that might be reasonably expected to affect their ability to perform the normal duties of this position. Such a disclosure will enable Spectrum to make reasonable adjustments to the work environment to ensure you work safely and productively.</p>
<b>Australian Work Rights</b>	All employees must be permanent residents of Australia or hold a current, valid visa.
<b>COVID-19 Mandatory Vaccination</b>	To support the safety and wellbeing of our clients and our people, all people performing client facing roles are required to have up to date COVID-19 vaccinations, unless medically exempt.
<b>National Criminal History Check</b>	All offers of employment are subject to a satisfactory National Criminal History Check (NCHC) & Statutory Declaration.
<b>International Criminal History Check</b>	All offers of employment are subject to a satisfactory International Criminal History Check (as required). An International Criminal History Check will be required for individuals who have lived overseas for 12 months or more in the last 10 years.
<b>Working with Children Check</b>	All staff and volunteers working with children are required to have and provide a current Working with Children Check (WWCC) before commencing employment.
<b>NDIS Worker Screening Check</b>	All staff and volunteers working with people with a disability are required to have and provide the NDIS Worker Screening check before commencing employment.
<b>Policies &amp; Procedures</b>	All employees must abide by the organisations Policies & Procedures.

## OTHER RELEVANT INFORMATION

This Position Description is a guide only and is not intended to be a complete list of tasks you may be required to do in your role. Your Manager and team will give you information if there are changes to your job role.