

Community Support Worker Position Description	<u>Bobby Goldsmith</u> Foundation
Role	Community Support Worker
Reporting to	Community Support Program Manager
Direct reports	Nil
Status	Casual
Award	SCHCADS (Social, Community, Home Care and Disability Services Industry Award 2010 – MA 000100)
Classification	Level 2; pay point subject to experience
Location	Sydney

Role Objectives	<ul style="list-style-type: none"> To provide high quality care and support to meet the identified needs of BGF clients living in the community. To work in collaboration with case managers and other service providers to achieve improved health and wellbeing outcomes for clients.
Responsibilities of this role include, but are not limited to:	<p>CLIENT SERVICES</p> <ul style="list-style-type: none"> Proactively developing and maintaining client relationships that facilitate progress towards planned and agreed levels of independence 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 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, washing dishes, laundry, client transportation and prompting for meds and appointments Providing emotional and social support to clients in conjunction with the BGF Client Services Team and external support agencies Responding effectively and appropriately to emergency client situations according to the needs presented Responding promptly with understanding and duty of care to difficult and challenging client situations Undertaking brokered care shifts (brokerage) as required Undertaking NDIS shifts as required Supporting clients to access activities and outing in the community

	<ul style="list-style-type: none"> • Advocating on behalf of clients with support providers across a range of areas • Assessing and managing risks identified during the course of one's daily work routine • Managing competing demands of clients, case managers, carers, client's family and friends, other service providers, BGF and funding agencies requirements and regulations • Being a skilled adviser on the full range of BGF client support services and advice that is available • Keeping up to date on the range of support and services available to PLHIV including undertaking training and development • Monitoring and reporting on the impact of client support and making recommendations • Building and maintaining effective working relationships with internal and external stakeholders • Representing BGF at case management meetings
	<p>OPERATIONS</p> <ul style="list-style-type: none"> • 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 • Working independently and as part of a multi-disciplinary team to ensure a high standard of service is consistently delivered to clients • Training new team members, students or volunteers from time to time as required • Covering for other team members from time to time as required or directed • Attending staff and interagency meetings as required • 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 • Complying with all BGF Policies and Procedures at all times. • Actively participating in internal and external supervision meetings • Ensuring that BGF complies with its legal requirements and strives for best practice in the provision of a safe workplace for all involved • Ensuring that all incidents and hazards are reported promptly following the guidelines as established
	<p>OTHER</p> <ul style="list-style-type: none"> • Undertaking other duties as required by management (commensurate with one's skill level) to assist the organisation achieve its goals • Displaying a commitment to the Vision, Mission and Value of Bobby Goldsmith Foundation

Role Requirements	<p>SKILLS</p> <ul style="list-style-type: none"> • Creative problem solving • Interpersonal relationships • Active listening • Strong teamwork through cooperation, participation, support and reflection • Client service of the highest quality at all times • Patience with and understanding of clients' needs • High level communication skills, both written and verbal • Ability to work as part of a team • Ability to think and act autonomously
	<p>KNOWLEDGE AND EXPERIENCE</p> <ul style="list-style-type: none"> • Strong understanding of the needs of PLHIV • Experience in supporting people living with HIV or another chronic manageable disease • A sound understanding of the National Disability Insurance Scheme (NDIS) • A sound knowledge of the NSW HIV strategy and the role of community based services to meet its goals • An understanding of the community sector and how Not-for-Profit organisations operate • Strong understanding of the privacy and confidentiality needs of clients as reflected in BGF's Privacy Policy • 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
	<p>PERSONAL ATTRIBUTES</p> <ul style="list-style-type: none"> • Initiative • Empathy • Organised • Ethical • Motivated • Independent thinking • Adaptable • Trustworthy and reliable • Self-reflective • Common sense • Non-judgemental • Client focused and person centred • Committed to social justice
	<p>ESSENTIAL REQUIREMENTS</p> <ul style="list-style-type: none"> • Certificate IV in Community Services (completed or in progress) • A current, valid Working With Children Clearance (WWCC) • A current National Criminal History Check

	<ul style="list-style-type: none"> • Must satisfy all residential/visa requirements for working in Australia • Current and clean State driving licence • Current Level 1 First Aid Certificate and CPR
	<p>DESIRABLE REQUIREMENTS</p> <ul style="list-style-type: none"> • Mental Health First Aid training completed and current • Experience working with staff and volunteers with a lived experience • An understanding of the principles and practice of client-centred care • An understanding of the value of working with the client’s families and friends • Knowledge of and experience in working with Aboriginal and Torres Strait Islander peoples and people from culturally and linguistically diverse (CALD) backgrounds

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