

POSITION DESCRIPTION

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|----------------------------|----------------------------------|--------------------------|-------------------|
| Position Title | Direct Care Worker | | |
| Team | Diverse Care | | |
| Classification | SCHADS level 3 | Employment Status | Casual/ Part time |
| Position reports to | | | |
| Location | Southeast and Eastern Melbourne, | | |
| Last revised on | March 2022 | | |

A. Background of organisation

The Southern Migrant and Refugee Centre (SMRC) has a 28 year history of delivering social support services for migrants and refugees in the Southern Region of Melbourne. SMRC is governed by an elected Board of Directors and is a registered charitable organisation.

SMRC operates from the HQ in Dandenong and services offices in Narre Warren, Clyde North, Lynbrook and Pakenham. We employ 180 staff including 120 Direct Care workers and another 150 wonderful volunteers to assist with our programs.

The organisation is a specialist in providing settlement and community services to culturally and linguistically diverse people throughout the lifespan of a person from when they first arrive to Australia. Our workforce teams are divided into Health and Wellbeing, Social Participation, Economic Participation, Diverse Care and Corporate Services to ensure a high impact and client centred service.

Joining SMRC will give you the opportunity to develop your career while using your energy and skills to make a difference in the lives of people living in our community.

B. Role Purpose

The Direct Care Worker will provide culturally appropriate home support to elderly people. The purpose of the role is to promote and maintain elderly people's independence, and to enhance their quality of life, through individual and personalised care.

Tasks include monitoring and communicating client condition, transportation, domestic cleaning, personal hygiene, providing meals and other health and wellness related activities.

The Direct Care Worker will demonstrate a commitment to best practice care and ensure that all care is provided in a respectful and culturally sensitive way, in accordance with SMRC Diverse Care policy and procedures, which includes the ACQS.

C. Key Responsibilities

- Provide services, which include, but are not limited to domestic cleaning, personal hygiene activities and tasks, respite and transport services to appointments and activities
- Observe and report any changes in the client's behaviour, needs or circumstances to the Coordinator
- Deliver appropriate care according to the individual and personalised care plan
- Participate in continuous improvement of consumer care

- Encourage clients to be involved with care, where possible to maintain and enhance practical skills to promote their level of independence.
- Maintain and enhance the dignity, integrity, rights and confidentiality of clients
- Attend and complete relevant SMRC training and complete assessments as required
- Maintain qualifications as required by role, including refresher training as relevant.
- Report any unsafe situations/incidents (including 'near misses') according to SMRC's OHS reporting procedures
- Establish appropriate and effective working relationships with clients, whilst maintaining professional boundaries.
- Be a courteous and respectful representative of SMRC Diverse Care during the hours of employment and ensure a positive public image is maintained throughout the community at all times
- Apply industry standard infection control guidelines and practices.
- To be responsible and aware that all services carried out are in accordance with SMRC Policy and Procedures at all times.
- Ensure that all duties are performed within State and Legislative frameworks at all times.

Risk Management

- Contribute towards identification and management of risks where applicable.
- Ensure compliance with all legislative and regulatory requirements including the Privacy Act, Equal Employment Opportunity, Child Safety, Sexual Harassment and Occupation Health and Safety.
- Contribute to continuous improvement.

General duties and responsibilities to all staff

- Respond to hazard identification and incident reporting promptly and work proactively at ensuring a safe workplace is provided for employees.
- Any other duties as directed by the program manager and commensurate with the scope and classification of the position.
- Attend compulsory training as per SMRC policy.

D. Person Specification

Qualifications

- Minimum certificate III in Aged Care, Individual Support, Home and Community Care or Disability.
- Must have a current First Aid Certificate (less than 3 years old).
- Must have a CPR Certificate (less than 12 months old).

Key Skills/Knowledge Areas

- Fluent in a language other than English (preferred)
- Dementia, hoist, high needs skills (desirable)
- Experience of working in a not-for-profit organisation (desirable – not essential)
- Appreciation of working in a multicultural workplace
- Strong interpersonal skills

E. Key Selection Criteria

Essential capabilities

- Demonstrated past experience in working with elderly clients and families
- Demonstrated experience and performance in the key responsibility areas above
- Capacity to communicate sensitively and appropriately with and understand the needs of elderly people and their families from a diverse range of socio-economic and ethnic backgrounds.
- Demonstrated ability to work independently and report accurately to supervisor
- Good Verbal and written communication skills
- Proven experience in providing quality services that assists people to maintain their independence, dignity, cultural values and religious beliefs.
- Flexibility to work various shifts, including evenings and weekends.
- Willingness to work in a diverse range of settings including but not limited to, a person's home and other community settings.
- Drivers licence and a reliable motor vehicle (including valid registration and full comprehensive insurance).
- Ability to speak a second language skills will be highly regarded.
- Ability and access to a computer and be familiar with Microsoft programs and mobile devices
- An understanding of safe work practices, proven experience in the use of appropriate manual handling techniques.

Professionalism

- Time Management - Prioritises work; demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met.

Communication

- Interpersonal Skills - Demonstrates active listening and asks appropriate questions when dealing with clients/members and colleagues. Demonstrates SMRCs Values in all work and communications.
- Verbal Communication – Speaks respectfully in a way that explains issues and information clearly to clients/members and colleagues.
- Written Communication – Prepares accurate reports and documents when required; provides clear, accurate and timely electronic (email) messages and responses.

Team work

- Team dynamics – Supports team dynamics, supports productive working relationships and work-life balance.
- Openly shares information, participates and contributes to team discussions.

Change and responsiveness

- Change Management - Supports change management processes.
- Maintains a positive approach to change and adapts to new or different ways of working.

Program Management

- To work as team in the delivery of high-quality services.
- Performs own role and responsibilities efficiently, to contribute to program and project outcomes.

Governance and compliance

- Risk Management – Manages own risk and ensures that risks are identified and reported in own work context.

Special capabilities

Community and inter-agency relations

- Partnerships and collaboration - Works collaboratively with other organisations, to achieve client outcomes.
- Knowledge of community - Demonstrates and maintains a level of understanding of the sector and current community issues and of other relevant organisations.

Service Delivery

- Client outcomes – Provides supports and focus on client outcomes.
- Client confidentiality and dignity – Understands systems and policies for protection of client confidentiality.

F. Personal attributes for this position

- **Culturally aware** - Respect difference in all forms, value diversity as a strength, and positively utilise diversity.
- **Analytical** - Review options and opinions before making judgements. Takes a systematic approach when developing improvements.
- **Collaborative** - Engender a spirit of teamwork.
- **Inclusive** - Actively seek feedback and incorporate this into decisions and actions when legal, ethical and aligned with SMRC's Values. Communicate options, decisions and actions.
- **Supportive** - Encourage others to attain personal and organisational goals. Listen actively and inspire confidence.
- **Ethical** - Model expected standards of behaviour and the SMRC Values and Code of Conduct.
- **Self-Disciplined** - Manage time and plan well to achieve key outcomes.

G. Staff reporting to this position

None

H. Responsibilities & Conditions of Employment

SMRC is an Equal Opportunity Employer (EEO) employer and encourages applications from people of culturally and linguistically diverse backgrounds, including people from Aboriginal, Torres Strait Island heritage and people with lived experience of disability.

SMRC strongly believes in protecting the safety and wellbeing of children and vulnerable communities and takes child protection very seriously.

SMRC strongly believes in the promotion of gender equality and respect for relationships.

All employees of SMRC are required to follow common conditions of employment. These are outlined in the

SMRC Policy and Procedures Manual.

A summary is listed below:

- Employees must contribute to Occupational Health & Safety (OHS) objectives by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Conduct must be in accordance with the SMRC Code of Conduct, Employment Contract, Confidentiality Agreement and other SMRC policies and procedures.
- Salary is set in accordance with the relevant Award and classification.
- Leave entitlements are as per Award and HR Policy guidelines.
- All position descriptions are open to periodic review by management in consultation with staff.
- SMRC provides a smoke-free environment, including within vehicles.
- The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.
- The staff member must comply with child safety standards and policies
- SMRC Values & Behaviours – **Diversity** **Respect** **Empowerment** **Inclusion** **Resilience** **Integrity**

I. Important Information

SMRC offers:

Salary Sacrifice: Employees have the option to access salary sacrifice through an external provider. Staff on a full time or part time contract can access this very generous provision of \$15,899 tax free salary packaging.

Christmas break: SMRC offers all staff time off between Christmas and New Year's Day, up to 3 days leave, without leave loading.

Professional Development: Employees are offered training to invest in their professional development that is relevant to their field of work.

All appointments to the SMRC are subject to the following checks:

- Reference checks.
- Current Police Check (less than 3 months old).
- Working rights in Australia.
- Working with Children Check.
- Current Victorian Driver Licence.
- Comprehensively insured vehicle available for use during working hours.
- Proof of COVID vaccination status

Please visit the SMRC website on www.smrc.org.au for further information or to download an Application Form.

For further information please contact:

Sharon Smith – Senior Manager Diverse Care & Settlement Services
Email: SharonS@smrc.org.au

J. Employee Signature

I have read, understood and accept the above Position Description.

Employee Name

Employee Signature

Date

Manager Name

Manager Signature

Date