



livin' well

**RE: POSITION VACANT
COMMUNITY SUPPORT WORKER – GROUP SOCIAL PROGRAMS
PART TIME**

Thank you for your expression of interest in the role of Community Support Worker with our organisation. This role is focused on facilitating community connections in our group social programs, both in our centre and Nerang and in the Gold Coast and surrounding areas, so our clients receive the support they need to remain living happily in their home and community for the fullness of their life.

Liberty Community Connect supports people on the Gold Coast by providing a vast array of services to more than 500 clients/participants ~ the elderly and adults who live with a disability. We are proudly an independent 'boutique' service provider making a positive difference, promoting client independence, providing quality care and flexible services that respect the individual. Please refer to our website www.libertycommunity.org.au for more information on *Us*.

Applications can be submitted via the "Apply Now" link on the job advertisement website. Alternatively, enquiries and applications can be forwarded to melissa@libertycommunity.org.au. When submitting your application please include your current Resume and a cover letter highlighting how your skills and experience align with the duties of the Position, and the position you are applying for.

Applications will close once a suitable candidate is found.

Good luck on your application!

Yours sincerely,

Ruth Clark
Chief Executive Officer

LIFESTYLE SUPPORT WORKER – COMMUNITY CONNECTIONS

(Community Support Worker – Aged & Disability Care)

PRIMARY ROLE and PURPOSE

The role is primarily responsible for facilitating community connections for people who are elderly, adults living with a disability and/or their carers through the development and delivery of socially, mentally and physically stimulating group social programs and activities.

These duties will complement Liberty's approach that client services and support will offer choice and flexibility ensuring that individual needs and goals are met with a vision of health and wellness.

KEY SELECTION CRITERIA

Essential

As per the Position Description –

- All requirements as outlined under Qualifications and Experience, and Conditions of Employment (verification required)
- Demonstrated knowledge, skills and abilities as outlined in Key Accountabilities and Duties
- A team player with a can do attitude
- Proactive and motivated to support people to overcome barriers to participate in activities
- Competently transport clients using a variety of vehicles including Toyota Hiace and Mercedes Sprinter, and

Desirable

- Certificate IV in Leisure and Health or experience/qualification in other related field
- Ability to tow, reverse and park a trailer
- Knowledge of food safety and experience with meal preparation
- A Light Rigid driving licence
- Sound knowledge of the Gold Coast region
- Experience working in the aged, disability or community care sector
- Knowledge of the Alayacare App, and
- Reliable registered/comprehensively insured vehicle to be available for the occasional work purposes.

Personal Attributes & Qualities

- A sense of fun and inquisitiveness
- Solution Focused
- Attention to detail and accuracy
- Professional presentation
- Positive and professional attitude
- Client and community focus, and
- Works effectively in a team.
- Strong work ethics.

POSITION DESCRIPTION

Position title	Lifestyle Support Worker – Community Connections	Created	May 2023
Classification	Liberty Community Connect EA 2017 Schedule A (Level 2 -3)	Last reviewed	February 2024
Tenure	<input type="checkbox"/> Permanent Full Time <input type="checkbox"/> Permanent Part Time <input type="checkbox"/> Casual	Location	Nerang Centre Locations in and around the Gold Coast and surrounding areas
Reporting Hierarchy	Supervisor : Community Connection’s Team Leader/s Manager : General Manager’s - Services, or delegate		
Authorised by	Chief Executive Officer		

1. QUALIFICATIONS and EXPERIENCE

- 1.1 Minimum Certificate III in aged/disability/community services/individual support. A Certificate IV in Leisure and Health is desirable;
- 1.2 Expertise and competence sufficient to undertake the range of duties required;
- 1.3 Demonstrated ability to interact, motivate, inspire and support people to meet their goals;
- 1.4 Demonstrated good standard of proficiency in:
 - 1.4.1 Computer skills – including Microsoft Office suite and the ability to quickly learn programs that meet the needs of the organisation; and
 - 1.4.2 Accuracy in typing and numeracy.

2. CONDITIONS of EMPLOYMENT

- 2.1 NDIS Workers Clearance;
- 2.2 CPR and First Aid qualifications;
- 2.3 Driver’s licence in the state of residency;
- 2.4 Smart phone compatible with our rostering software (Alayacare);
- 2.5 Skills, knowledge and physical capacity to carry out role.
- 2.6 Vaccinations as directed/mandated by Public Health Authorities/Government.

3. HOURS of EMPLOYMENT

- 3.1 Full time employees work 76 hours per fortnight - Monday, Tuesday, Thursday, Friday from 8:00 am to 4:00 pm and Wednesday from 8:00 am to 4:30 pm, flexible to meet the needs of Liberty and within the requirements of the Liberty Community Connect Enterprise Agreement – 2017).
- 3.2 Part time employees work regular hours which are less than 76 hours per fortnight but more than 16 hours per fortnight, flexible to meet the needs of Liberty and within the requirements of the Liberty Community Connect Enterprise Agreement.
- 3.3 Casual employees are engaged for less than 38 hours in any week and are employed by the hour, with a two hour minimum engagement on any work day, flexible to meet the needs of Liberty and within the requirements of the Liberty Community Connect Enterprise Agreement – 2017).

4. KEY ACCOUNTABILITIES and DUTIES

4.1. Section 1 – Duties /_Skills

- 4.1.1. Under the leadership of the General Manager - Services and the Community Connection's Team Leader/s, and in conjunction with the Community Connections team, develop and deliver creative, innovative and stimulating daily group and/or individual activities and programs that offer client choice, provides motivation, meets individual needs and that are within budget;
- 4.1.2. Support clients to meet their goals in accordance with their Livin' Well Support Plans – eg activities and interests, meals, personal hygiene, mobility etc;
- 4.1.3. Prepare for daily activities, e.g. decorate centre, pack/unpack eskies and vehicles, source necessary resources;
- 4.1.4. Transport clients to and from community connection activities while ensuring their safety, comfort and individual needs are met;
- 4.1.5. Assist the Team Leader/s in the day to day support of volunteers;
- 4.1.6. Maintain transport and other records and carry out vehicle and equipment safety checks, reporting repairs needed to the Bus Driver/Maintenance Person;
- 4.1.7. Maintain an excellent driving record, and excellent knowledge of Queensland Road rules;
- 4.1.8. Ensure that appropriate resources and venues are regularly sourced and audited;
- 4.1.9. Clean the centre to meet organisational requirements;
- 4.1.10. Report incidents, hazards or near misses to General Manager – Services;
- 4.1.11. Complete organisational and other documentation in a timely and effective manner – e.g. reports, client observations;
- 4.1.12. Relieve in Support at Home Team from time to time in the event of workforce absences, including but not limited to domestic assistance, personal hygiene, social supports and in-home respite;
- 4.1.13. Demonstrate a high level of skills in:
 - Customer service,
 - Problem solving, negotiation and decision making,
 - Time management and organisation,
 - Working autonomously and/or as an effective part of a team, and
 - Good level of technology skills.

4.2. Section 2 – Client Relations

- 4.2.1. Utilise every opportunity to promote each client's highest level of involvement in daily activities;
- 4.2.2. Establish and maintain a professional relationship with clients;
- 4.2.3. Demonstrate commitment to ensuring clients are an active participant, rather than a passive recipient of services;
- 4.2.4. Respect clients and carers rights to privacy, confidentiality and individuality and ensure these rights are followed in line with organisational requirements; and
- 4.2.5. Be client focused, with a good understanding of the role and responsibilities in meeting the needs of clients and their carers in delivering services, support, opportunities and choice.

4.3. Section 3 – Communication

- 4.3.1. Liaise effectively with clients, carers, volunteers, staff, management, and all contacts and stakeholders of Liberty;
- 4.3.2. High level of demonstrated communication skills – both written and oral; and
- 4.3.3. Constructively manage and resolve conflict.

4.4. Section 4 – Organisational Requirements

- 4.5. Report to and accept direction from the Community Connection's Team Leader/s, General Manager – Services, Services Manager and/or Chief Executive Officer;
- 4.6. Adhere to the Mission, Vision and Values of Liberty Community Connect and its policies, procedures, operational processes, position description, Code of Conduct/Confidentiality Agreement, Dress Code and Enterprise Agreement;
- 4.7. Demonstrated understanding of the purpose and standard of services delivered by Liberty;

- 4.8. Ensure quality service provision, actively participating in the continuous quality improvement process;
- 4.9. Complete all forms, records and documentation in a timely and effective manner;
- 4.10. Act promptly on any, accidents, problems with service delivery, or changes in client/carer health or circumstances, reporting as necessary to the Community Connection’s Team Leader or General Manager - Services;
- 4.11. Obtain emergency help or administer first aid when required;
- 4.12. As appropriate, promote the services of Liberty;
- 4.13. Attend and contribute to meetings and training as required; and
- 4.14. Abide by:
 - 4.14.1. WH&S procedures and exercise appropriate duty of care to ensure a safe working environment is maintained,
 - 4.14.2. Fire safety, evacuation, manual handling techniques and other emergency procedures, and
 - 4.14.3. Infection control, food safety, safe food handling and hygiene practices; and
- 4.15. Other duties as directed.

OUR WELLBEING EXPERIENCE

The Liberty Experience is our unique point of difference in the world and it forms the basis for the strategic direction for all future Liberty messages. Our brand essence centres on the six aspects that make up the Liberty Well-Being Experience. This is defined in the following statements.

- CONNECTION - Recognising that people need people. Wellbeing is enhanced through strong relationships. Connection is about being treated fairly, being involved in the community and belonging.
- INDIVIDUALITY - Recognising and celebrating our differences. It is about feeling good about yourself and what makes you unique and finding your place. Liberty is passionate about adjusting services based on the individual needs of our clients and ensuring that all people have found their place.
- VIBRANCY - The Liberty wellbeing experience is about “Lovin Life”. When we are enjoying life, we begin to engage completely in the present moment. It is about having energy and vitality, and getting the most out of your experiences.
- ACCOMPLISHMENT - Feeling a sense of accomplishment and being able to use your abilities. It is about the freedom to decide what you will do and how you will live your life.
- PURPOSE - Being involved in something bigger than ourselves. It is about looking at what you do and realising you are valuable and what you are doing is worthwhile. Liberty recognises the importance of being meaningfully involved in the community.
- SATISFACTION - The Liberty wellbeing experience is about freedom to explore possibilities that are important to you.

ACKNOWLEDGEMENT by EMPLOYEE / WITNESSED

I understand and accept the role, responsibilities, and duties of the position:

Signed by Employee

Signed by Witness

Name :

Name :

Date