



livin' well

**RE: POSITION VACANT
LIFESTYLE SUPPORT WORKER – INDIVIDUAL SUPPORT (HOME & COMMUNITY)
(FULL TIME, PERMANENT PART TIME & CASUAL POSITIONS AVAILABLE)**

Thank you for your expression of interest in the position of Lifestyle Support Worker (Individual Support). We are very excited to have the opportunity of inviting new players onto our team

Liberty Community Connect supports people to live a life of their choice, providing a vast array of services to more than 600 clients/participants ~ the elderly and adults who live with a disability ~ throughout the Gold Coast region. 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 Seek advertisement. Alternatively, enquiries and applications can be forwarded to rowena@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.

Applications will close once a suitable candidate/s is found.

Good luck on your application!

Yours sincerely,

Ruth Clark
Business Operations Manager

Liberty Community Connect Inc.

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LIFESTYLE SUPPORT WORKER (HOME and COMMUNITY)

PRIMARY ROLE and PURPOSE

"Supporting people to live a life of their choice."

The role is responsible for assisting people who are elderly, adults with a disability and/or their carers by delivering innovative high quality home and community support services (i.e. domestic assistance, social support/connection, personal care and/or respite).

These duties will complement Liberty's approach that 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 –

1. All requirements as outlined under Qualifications and Experience, and Conditions of Employment (verification required);
2. Demonstrated knowledge, skills and abilities as outlined in Key Accountabilities and Duties to fulfil the duties as required of the position; and
3. Demonstrated physical capacity to perform the duties of the position as required.

Desirable

1. Experience in working in a community organisation that provides services for people that are elderly, adults with a disability and their carers; and
2. Sound knowledge of the Gold Coast region and the local community services sector.

Personal Attributes & Qualities

1. Strong work ethics;
2. Attention to detail and accuracy;
3. Professional presentation;
4. Positive and professional attitude;
5. Client and community focus; and
6. Works effectively in a team.

Position title	Lifestyle Support Worker – Home and Community		
Classification	Liberty Community Connect EA-2017 Schedule A - Level 2-3 (pending qualifications and experience)	Last reviewed	January 2019
Tenure	<input type="radio"/> Full Time <input type="radio"/> Part Time or <input type="radio"/> Casual Please tick the above as applicable	Location	Gold Coast
Supervisor	Services Manager	Manager	Chief Operating Officer
Authorised/ signed by			
	Chief Operating Officer		

1. QUALIFICATIONS and EXPERIENCE

- 1.1 Minimum Certificate III in aged/disability/community services/individual support;
- 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; and
- 1.4 Demonstrated good standard of proficiency in computer skills with accuracy in typing and numeracy would be an advantage.

2. CONDITIONS of EMPLOYMENT

- 2.1 NDIS Worker Clearance – required prior to commencing any paid work;
- 2.2 Required number of doses Covid-19 Vaccination
- 2.3 CPR and First Aid qualifications;
- 2.4 Driver's licence in the state of residency;
- 2.5 Reliable and comprehensively insured vehicle; and
- 2.6 Reliable and operational smart phone suitable for the operation of the Procura Mobile App.
- 2.7 Physical capacity to perform the duties of the position.

3. HOURS of EMPLOYMENT

- 3.1 Part time and/or casual ~ vary pending classification of employment; and
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 Build on client's strengths, capacity and goals to enable them to remain safely in their own home;
- 4.1.2 Maximise client's independence and autonomy when performing duties as described in the client's Livin' Well Support Plan, including domestic assistance, personal care, respite and social support;
- 4.1.3 Transport clients ensuring individual needs are met while providing a high level of safety and comfort;
- 4.1.4 Maintain an excellent driving record, and excellent knowledge of Queensland Road rules;
- 4.1.5 Consult with the Services/Client Supervisor/s on work performed at least fortnightly, in conjunction with lodgment of time sheets, fees collected, travel time and mileage or kilometres;
- 4.1.6 Refer bookings for podiatry and hairdressing to the Receptionist;
- 4.1.6 Complete documentation in a timely and effective manner – e.g. time sheets, incident reports etc;
- 4.1.7 Demonstrate a high level of skills in:
 - Customer service,
 - Problem solving, negotiation and decision making,
 - Time management and organisation, and
 - Working autonomously and/or as an effective part of a team; and
- 4.1.8 Sound basic level of computer skills.

4.2 Section 2 - Client Relations

- 4.2.1 Utilise every opportunity to promote a person's highest level of involvement in daily activities;
- 4.2.2 Establish and maintain a professional relationship with clients;
- 4.2.3 Demonstrate a commitment to ensuring clients are an active participant, rather than a 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 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

- 4.4.1 Report to the Services/Client Supervisor/s and accept direction from the Client Services Officer/s;
- 4.4.2 Adhere to the Mission, Vision and Values of Liberty Community Connect and its policies, procedures, operational practices, position description, Code of Conduct/Confidentiality Agreement, Dress Code and Enterprise Agreement;
- 4.4.3 Demonstrate understanding of the purpose and standard of services delivered by Liberty;
- 4.4.4 Ensure quality service provision, actively participating in the continuous quality improvement process;
- 4.4.5 Complete all forms, records and documentation in a timely and effective manner;
- 4.4.6 Act promptly on any incidents, accidents, problems with service delivery, or changes in client/carer health or circumstances, reporting as necessary to the Client Services Officer/s

and/or Services/Client Supervisor;

4.4.7 Obtain emergency help or administer first aid when required;

4.4.8 As appropriate, promote the services of Liberty;

4.4.9 Attend and contribute to meetings and training as required;

4.4.10 Abide by:

- WH&S procedures and exercise appropriate duty of care to ensure a safe working environment is maintained,
- Fire safety, evacuation, manual handling techniques and other emergency procedures, and
- Infection control, food safety, safe food handling and hygiene practices;

4.4.11 Other duties as directed by the Services/Client Supervisor/s, Operations and/or General Manager/s.

ACKNOWLEDGEMENT by EMPLOYEE / WITNESSED by SUPERVISOR

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

Employee (print name):

Signed

Date

Supervisor/Witness (print name):

Signed

Date