



livin' well

**RE: POSITION VACANT
LIFESTYLE SUPPORT WORKER - SUPPORT AT HOME (INDIVIDUAL SUPPORT)
– AGED CARE & DISABILITY CARE
PERMANENT PART TIME**

Thank you for your expression of interest in the role of Lifestyle Support Worker – Support at Home. We are very excited to have the opportunity of inviting new players onto our individual support team.

Liberty Community Connect supports people on the Gold Coast to live happily in their home and community for the fullness of their life, providing a vast array of services to more than 600 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 Seek advertisement. Alternatively, enquiries and applications can be forwarded to melissa@libertycommunity.org.au 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 is found.

Good luck on your application!

Yours sincerely,

Melissa Flaherty & Rowena Jones
Service Managers

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 – Support at Home		
Classification	Liberty Community Connect EA-2017 Schedule A - Level 2-3 (pending qualifications and experience)	Last reviewed	September 2022
Tenure	<ul style="list-style-type: none"> ○ Part Time or ○ Casual Please tick the above as applicable	Location	Gold Coast
Manager	Services Manager		
Authorised/ signed by			
	Chief Executive 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 Alayacare 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 Manager/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 Manager/s and accept direction from Services Manager/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/carers health or circumstances, reporting as necessary to the Client Services Officer/s and/or Services Manager/s;

- 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 Manager/s or Chief Executive Officer.

ACKNOWLEDGEMENT by EMPLOYEE / WITNESSED

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

Employee (print name):

Signed

Date

Manager/Witness (print name):

Signed

Date