

Support Worker – Condobolin

Casual – hours will vary.

Neighbourhood Central Ltd. is a not-for-profit community-based organisation committed to providing quality support services to the community.

We currently have an opportunity for a casual Support Worker to join our team to deliver of a range of home care services to our home-based elderly clients living in Condobolin.

We are seeking a friendly, compassionate, client-focused individual who is wanting a career where they can truly make a difference to the lives of others.

The role involves:

- Help in the home, including household chores and meal preparation.
- Assistance with personal care, including personal hygiene, showering, dressing, help at mealtimes.
- Assistance with transport and community access for appointments, shopping, and outings.
- Supporting clients to maintain and improve their independence and well-being.

We welcome applications from both experienced support workers and those new to the industry who are passionate about caring for others.

Ideally, the applicant will have, or is working towards a Certificate III Individual Support (Aged Care) or similar, and have a current first aid certificate. In addition, you must have a current drivers licence and your own reliable and suitable vehicle.

The successful applicant will be required to undergo pre-employment checks (including Criminal Record Check and medical check) prior to commencement of employment.

To be considered for this position you will need to submit your resume and a cover letter demonstrating how you will meet the requirements of the role.

Intending applicants should apply through SEEK: [Casual Support Worker](#)

or obtain an information package from Neighbourhood Central 80-82 Currajong Street Parkes, or via email eo@ncentral.org.au

The Executive Officer
Neighbourhood Central
80-82 Currajong Street
PARKES NSW 2870

Please Note: Shortlisting and interviews will commence immediately.

There is no set closing date for applications, however we encourage prospective candidates to apply as early as possible as applications will close as soon as a suitable applicant is found.

Information Guide for Job Applicants

About you

We are looking for candidates who have the following skills and attributes:

Essential Criteria:

1. Minimum Certificate III (or currently working towards) Aged Care, Individual Support, **OR** demonstrated relevant experience.
2. Ability to understand and maintain the dignity, integrity, rights and confidentiality of clients.
3. Sound computer literacy, written and verbal communication skills.
4. Appropriately registered and insured vehicle accessible for aged clients if required.
5. Current First Aid certificate (or willing to obtain).
6. Current NSW drivers licence.
7. Availability to work weekends (on occasion) and travel to other locations if required.

How to apply

Apply through SEEK:

1. Obtain an information package from Neighbourhood Central 80-82 Currajong Street Parkes, or via email eo@ncentral.org.au, or download from: <http://www.ncentral.org.au/positions-vacant.html>
2. Provide a cover letter (maximum 2 pages) outlining how you will meet the requirements of the role (criteria is listed above); and,
3. Provide an up-to-date resume (maximum 4 pages) showcasing your skills, experience and achievements. In your resume include details of at least two people who can be contacted who can provide information about how you meet the requirements.
4. Submit your resume and a cover letter via **SEEK**.

Shortlisting and interviews will commence immediately.

There is no set closing date for applications, however we encourage prospective candidates to apply as early as possible as applications will close as soon as a suitable applicant is found.

Make a difference

Working at Neighbourhood Central provides opportunities to make a real difference in people's lives. We work together with our communities and partners to support children, young people, adults (including older people), families and our communities to improve lives.

Our vision is to empower people and communities to grow and celebrate diversity, to be safe and connected. Work with us and do work that really matters.

Interviews

Candidates for interview will be selected from the applications based on the selection criteria listed in the job description. Only applicants selected for interview will be notified by email or telephone.

Conditions of Employment

Conditions of employment include:

- Casual position based at Neighbourhood Central, Condobolin.
- **This position is subject to continued funding.**
- Social, Community, Home Care and Disability Services (SCHADS) Industry Award 2010, under the following classification: Home Care employee, Level 2 or 3 depending on qualifications.
- Employer funded superannuation of 11%
- Motor vehicle allowance, where a transport vehicle is not available, currently 96 cents per km
- A probation period will apply for the first 6 months of your employment. During this time we will assess your progress and performance in the position.
- A smoke-free environment on Neighbourhood Central properties and motor vehicles.
- Employment is subject to a successful clearance of a Police Criminal Record Check, and medical clearance (cost covered by Neighbourhood Central Ltd).
- Vaccination requirements:

Consistent with our ongoing commitment and obligation to provide and maintain a safe work environment, revised control measures will be introduced to NC workplaces to manage the risks to health and safety associated with COVID-19.

Workers at Neighbourhood Central are required to interact with people who are particularly vulnerable* to the health impacts of COVID-19, therefore employment is conditional to you being vaccinated (two doses and one booster as recommended by the Department of Health) against COVID-19.

Before starting employment, Neighbourhood Central will consider our obligations and responsibilities carefully, for example, under general protections or anti-discrimination laws.

*Vulnerable persons include the aged, people with pre-existing medical conditions, ATSI community, and unvaccinated persons.

NEIGHBOURHOOD CENTRAL Ltd.
JOB DESCRIPTION - Support Worker

JOB TITLE:	Support Worker
REPORTS TO:	In-Home Care Coordinator
HOURS OF WORK:	Casual – hours will vary. May be required to work early mornings, evenings, weekends and public holidays.
AWARD:	Social, Community, Home Care and Disability Services (SCHADS) Industry Award 2010, under the following classification: Home Care Employee, Level 2 or Level 3
CONDITIONS:	All appointments will be conditional upon a satisfactory medical clearance and a Criminal Record Check. All appointments are required to be appropriately vaccinated (at least 3 doses) against COVID-19 and provide proof of their COVID-19 vaccination status or have an approved medical contraindication certificate. All appointments are subject to six months probationary period. This position is subject to continued funding.
APPROVED BY:	Neighbourhood Central – Executive Officer

Our Mission

To provide services, information, advocacy and referral to all our communities focusing on the people who are vulnerable, isolated or at risk.

Our Vision

To empower people and communities to grow and celebrate diversity, to be safe and connected.

JOB SUMMARY

Neighbourhood Central is a community-based organisation committed to providing quality support services to the community. The Support Worker is responsible to assist older people and their carers, to remain living independently in their own homes and community, in a dignified and safe manner in accordance with a clients' individual care plan.

PRIMARY OBJECTIVE OF POSITION

The Support Worker is responsible for following a client's care plan to provide and deliver individual and personalised care and assistance. The Support Worker's responsibilities include monitoring and communicating client condition, transportation, house cleaning, personal hygiene, providing meals and other health and wellness related activities. The Support Worker will demonstrate a commitment to best practice care and ensure that all support is provided in a caring and respectful way in accordance with Neighbourhood Central's policy and procedures.

REPORTING RELATIONSHIPS

This position reports to the In-Home Care Coordinator.

DUTIES and ESSENTIAL JOB FUNCTIONS

- Follow the support plan at all times and provide the support and care described in the support plan.
- Establish positive working relationships with clients whilst maintaining professional boundaries.
- Communicate respectfully with all individuals including clients, representatives, staff and the community.
- Maintain and enhance the dignity, integrity, rights and confidentiality of clients.
- Provide support and assistance including general housekeeping, personal hygiene activities and tasks, respite and transport services to appointments and activities according to the clients' care plan.
- Monitor and report on client's conditions as required.
- Maintain a current and accurate confidential client reporting system.
- Provide information and feedback to the supervisor, including if support other than that described in the support plan appears necessary or is requested by the client.
- Attend to the physical and/or social needs of clients.
- Participate in continuous improvement of client care.
- Promote and foster the independence of the client.
- Encourage clients to be involved with care as required.
- Liaise with supervisor for additional service, support and resources as required.
- Accept responsibility for his/her own actions.
- Attend and complete in-service education sessions and complete assessments as organised by the supervisor.
- Demonstrates awareness of own abilities and limitations, identifying learning needs and seeking guidance when necessary.

- Maintain qualifications as required by role.
- Required to report any unsafe situations/incidents (including 'near misses') according to Neighbourhood Central's WHS reporting procedures.
- To be responsible and aware that all duties are performed according to Neighbourhood Central policy and procedures.
- Ensure that all duties are performed within Legislative frameworks.
- Support the Neighbourhood Central philosophy of care.
- May be required to work early mornings, evenings, weekends and public holidays.

Work Health and Safety

- Adhere to Neighbourhood Central's Work Health and Safety policies and procedures.
- Actively promote and foster constructive behaviours to enhance Neighbourhood Central's organisational safety culture, by reporting hazards, incidents, injuries and near misses to the supervisor, Safety Officer or relevant person without delay according to Neighbourhood Central's WHS reporting procedures.
- Required to complete WHS related documentation and reports.
- Undertake ongoing home hazard inspections to ensure there is a safe working environment.
- Use and maintain all safety equipment and personal protective equipment (PPE) in accordance with relevant standards.
- Ensure all medications, treatments and activities are completed safely to ensure the safety of all clients, families, the community and themselves.
- Required to apply industry standard infection control guidelines and practices.
- Take reasonable care for your own health and safety and the health and safety of others in the workplace.
- Comply with Neighbourhood Central's smoke free environment.

Additional duties

- Promote Neighbourhood Central in a positive manner.
- Carry out other duties in line with Neighbourhood Central's philosophical base.
- Other duties as required by the employer as are within the knowledge, skills and capabilities of the worker and are in line with the relevant Award.

KEY SELECTION CRITERIA

Judgements about the relative merit of applicants will be based on the following criteria:

Essential Criteria:

1. Minimum Certificate III (or currently working towards) Aged Care, Individual Support, or demonstrated relevant experience.
2. Ability to understand and maintain the dignity, integrity, rights and confidentiality of clients.
3. Sound computer literacy, written and verbal communication skills.
4. Appropriately registered and insured vehicle accessible for aged clients if required.
5. Current First Aid certificate (or willing to obtain).
6. Current NSW drivers licence.
7. Availability to work weekends.

Desirable Criteria:

1. Previous experience and competence in direct service delivery work with the frail aged and/or people with disability consumer group.
2. Knowledge of dementia care and/or high needs skills.
3. Medication competency.

PHYSICAL REQUIREMENTS

The following table represents the physical environment in which the employee will be required to operate under normal circumstances based on average daily exposure to the nominated tasks. Additional tasks / requirements can be added.

*Key: Not Applicable N Not Relevant to this position
 Occasional O Task is performed for 0-33% of the day
 Frequent F Task is performed for 34-66% of the day
 Constant C Task is performed for more than 66% of the day
 Repetitive R Work cycle is repeated < 30 sec & performed for > 60min

WORKING CONDITIONS / PHYSICAL REQUIREMENTS - see *Key N, O, F, C, R					
General Demands		Sensory Demands		Other Demands	
Neck Movement (looking up, down, sideways)	F	Sight Use of sight as an integral part of task performance e.g. Dark, fine detail	C	Meeting Deadlines	F
Reaching (above shoulder height, forward/side extended)	F	Sight Ability to discriminate between colours	F	Conflict Resolution	F
Hand/Arm Movements (stacking, reaching, mopping, tool use)	C	Hearing Effective hearing ability as an integral part of task performance	R	Sitting for extended periods	C
Bending/Twisting (forward/ backward bending or twisting at waist)	C	Smell use of smell senses as an integral part of task performance	O	Dealing with people	R
Kneeling/Squatting	F	Balance	F	Underground Work	N
Leg Movements (operate machinery)	N	Environmental Factors		Personal Protective Equipment	C
Standing (upright without moving)	O	Dust (expose airborne material i.e. Dust)	O		
Driving (operate any mobile plant)	O	Gas / Fumes Working with gases or fumes	O		
Walking Even surfaces	F	Liquids Tasks involve working with liquids which may cause skin irritations if contact is made with the skin	O	Manual Dexterity Tasks involve fine motor hand/finger use, including pinching, fine manipulation, keyboard use and writing	C
Walking Uneven surfaces	F	Noise Tasks involve exposure to high noise environments, and hearing protection is required to be worn	O	Manual Dexterity Gross motor hand use Gripping, holding, claspings	C
Walking Walking while manual handling object	F	Lighting Tasks involve working in dark or visually-poor environments	O	Task involves working in awkward positions (Describe)	N
Walking (Up or down steep slopes)	O	Temperature Task involve working in extremes of temperature - hot or cold	O		
Climbing (in and out of plant)	N	Confined Space (confined spaces work)	N		
Climbing (stairs, ladders, scaffolding)	O	Radiation Tasks involve magnetic or radiation sources	N		
Manual Handling Tasks involve manual handling of objects (lifting, lowering, carrying, pushing, pulling, restraining) Light, Moderate, Heavy	Mod	Hazardous Substances Tasks involve working with hazardous substances	O	Cardiovascular Fitness level required for position Low (sedentary) Medium High (constantly on feet, repetitive physical work)	High

Core Competencies for all Staff

Responsibility	Performance Measure
Demonstrate an appropriate knowledge of Neighbourhood Central's philosophical base, structure and services with particular emphasis on one's own area of employment	<ul style="list-style-type: none"> Ability to communicate knowledge of Strategic Plan and how it relates to position and Neighbourhood Central's goals Accept responsibility for and manage own work Always represent Neighbourhood Central in a positive manner
Display a client focused attitude when dealing with both internal and external clients	<ul style="list-style-type: none"> Responses and actions are appropriate Difficult customer situations are dealt with appropriately and without delay Prioritise customer care as a key issue
Prioritise and respond to tasks within agreed timeframe	<ul style="list-style-type: none"> Tasks are kept up to date
Communicate in a clear and concise manner when dealing with clients and fellow employees	<ul style="list-style-type: none"> Clarify communications to ensure they are understood Document all dealings of consequences
Deliver a high-quality service and seek ways to improve work processes	<ul style="list-style-type: none"> Client needs and expectations are correctly identified Demonstrate an attitude of proactive system improvement
Co-operate with other employees, actively seeking to share the workload and assist in enhancing team morale	<ul style="list-style-type: none"> Proactively set and meet work goals Need for additional support to improve performance is communicated with supervisor Assist others in meeting team goals and deadlines Demonstrate teamwork and cooperation both within team and across all services
Demonstrate a commitment to Neighbourhood Central as the employer and maintain a high level of integrity, fairness, honesty and confidentiality	<ul style="list-style-type: none"> Demonstrate a strong work ethic and a commitment to high standards of internal and external service delivery Always represent Neighbourhood Central in a positive manner Understand and comply with Code of Ethics and Conduct
Show respect to other employees and actively discourage all forms of discrimination, harassment and bullying	<ul style="list-style-type: none"> Behave ethically at all times in the workplace No substantiated complaints received Follow and promote EEO principles and deal with others fairly and impartially Treat other employees with non-discriminatory and non-bullying behaviour
Demonstrate an understanding of Neighbourhood Central's Work Health and Safety policies and procedures and conform to all WHS requirements of the job	<ul style="list-style-type: none"> Evidence that WHS is understood and policies and procedures are followed Actively and positively contribute to participative arrangements for the management of WHS Implement and monitor risk control measures Consistently identify and report inadequacies
Actively take part in all relevant programmed training activities where appropriate and seek to improve performance by gaining new skills and knowledge	<ul style="list-style-type: none"> Accept continuous learning as part of requirement of position Opportunities to meet identified development and learning needs are discussed and accepted

WHS RESPONSIBILITIES

WHS for Employees	Performance Measure
Ensure all work is performed in accordance with requirements of Neighbourhood Central's Work Health and Safety policies, procedures and legislation	<ul style="list-style-type: none"> • Conform to WH&S policies and procedures • Knowledge of, and use of SWP and standard operating procedures • Complete Risk Assessments where appropriate
Take reasonable care for employees own Work Health and Safety as well as that of others	<ul style="list-style-type: none"> • Use of SWP and Standard operating procedures • Complete Risk Assessments
Have an understanding of the Work Health and Safety requirements associated with their employment	<ul style="list-style-type: none"> • Training records
Report all identified hazards, accidents/incidents and near misses to direct supervisor, Safety Officer and/or Executive Officer	<ul style="list-style-type: none"> • Hazard identification reports completed • Workplace inspection reports
Use and maintain all safety equipment and personal protective equipment (PPE) where relevant in accordance with relevant standards	<ul style="list-style-type: none"> • PPE worn and maintained • Knowledge and use of standard operating procedures
Work in accordance with relevant standards	<ul style="list-style-type: none"> • Training records • Supervisor site inspection records
Correct Manual Handling techniques are identified and used	<ul style="list-style-type: none"> • Manual Handling included in all risk assessments • Training in Manual Handling • Correct techniques followed
Correct Ergonomics of office workstations are followed	<ul style="list-style-type: none"> • Demonstrate ability to set up workstation ergonomically