

Position Description

Position	Residential Care Worker
Reporting to	Residential Manager
Division	Consumer Directed Care
FTE	
Location	Watsonia, Williamstown VIC and Beverly Hills NSW

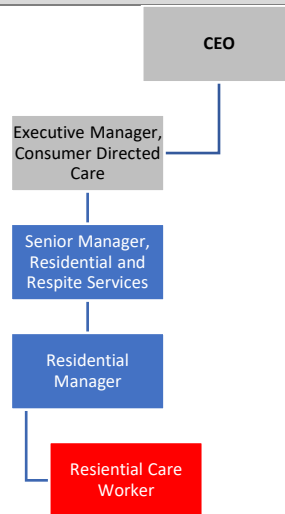
Organisation

MS Plus, is the go-to provider of information, advice and support for people affected by multiple sclerosis and other neurological conditions. We're a combined entity of the ACT, NSW, Victoria, and Tasmania with over 60 years' insight into how to live well with progressive neurological conditions.

Role Purpose

- As a Residential Support Worker, you will provide personal care and person-centred supports to residents with a disability and undertake everyday activities such as assisting with personal hygiene whilst fostering independent living skills. Workers empower the residents to assist them to make choices that will lead to achievement of their individual goals.
- Workers will also provide high quality and consistent care and support in accordance with the resident's care plans to those living with Multiple Sclerosis within a Shared Disability Accommodation
- Performing home based tasks such as food preparation, cooking, and housework
- Respecting clients as individuals and supporting them to maintain their purpose in life, while offering choice range and personal control over all choices
- Providing care in accordance with individual support plans to people living with MS in a Shared Disability Accommodation.

Team structure



Key Responsibilities

Key focus area	Success factors
Strategic / Organisational	<ul style="list-style-type: none"> • Working with clients and customers as per the framework of the service delivery model. Working with different types of clients with varying levels of neurological

Leadership Responsibilities	<p>capacities, maintaining awareness of all client issues and always ensuring dignity and confidentiality.</p> <ul style="list-style-type: none"> • Education and maintenance of skills associated with professional conduct, such as self-management, initiative behaviour, ethical critical thinking as well as taking responsibility, and problem-solving • Effective use of financial resources, assets, and equipment.
Key focus area	Success factors
Operational Leadership / Administrative Responsibilities	<ul style="list-style-type: none"> • Competent in using email, Teams and Zoom • Incident Management and Reporting • Storicare – electronic management of resident care documentation • Roster of Care – personal shifts • ESS – electronic platform for applying for leave and uploading documents
Key focus area	Success factors
People Leadership/ Relationship Management	<ul style="list-style-type: none"> • Inspires passion, optimism, and purpose in self and others • Working together as a team. This includes team inclusion, embracing individual differences and dealing with conflict constructively. It also includes team collaboration with shared goals and increase of overall team morale • Clarity with all forms of communication, such as advocacy, negotiation, written and verbal communication, and interpersonal style • Working collaboratively with other community sector organisations in formal and informal partnerships
Key focus area	Success factors
Compliance and Professional Conduct	<ul style="list-style-type: none"> •
Key Contacts	<ul style="list-style-type: none"> • Liaise with Service Manager and Team Leaders • Liaise with On Call Senior Manager • Liaise with service participants • Liaise with service participants family members and or NOK • Liaise with medical and allied health professionals • Liaise with community participation Carers from external organisations.

Qualifications/Work Experience	
Essential	<ul style="list-style-type: none"> • Certificate IV Disability/Aged Care or equivalent • Current 1st Aid Certificate including current CPR Certificate • NDIS Workers Orientation Module 'Quality, Safety and You' • Working rights in Australia, visa documents required on application • NDIS Workers Screening Check • COVID Safe Practices
Desirable	<ul style="list-style-type: none"> • Manual Handling Certificate • Medication Administration Certificate • Infection Control Certificate

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Knowledge and Key Selection Criteria	
Essential	<ul style="list-style-type: none"> • Knowledge of legislation and regulation covering delivery of aged and disability services • Knowledge of WHS legislation and responsibilities as a worker to adopt safe work practices • Be able to Identify hazards & risks and take corrective action required.
Desirable	<ul style="list-style-type: none"> • Experience in a not-for-profit organisation. • Experience in working with clients within a Residential home setting. • Relevant experience working with clients with high support needs
Learning & Development	<ul style="list-style-type: none"> • Participate in Mandatory Training sessions provided by MSL • Participate in workshops, staff meetings and any other trainings as requested • Participate in Self-directed learning sessions & supervision with your Manager

Key Competencies	
Key Focus Area	Demonstrated competency
Equipment and Assets	Takes care when using and maintaining equipment and aids
Reflective Practice	Applies organizational practice models, procedures and relevant legislation when working with clients/customers
Knowledge of client / consumer issues	Maintains awareness of client / consumer/ customer needs
Client / Consumer Outcomes	Supports clients / customers to achieve their goals or aspirations through provision of quality service
Diversity and Inclusion	Demonstrates sensitivity and respect for diversity and differences in clients / customers and colleagues.
Client Confidentiality and Dignity	Respects and protects client / customer confidentiality
Time Management	Demonstrates punctuality and meets agreed schedules and timelines
Taking Responsibility	Takes responsibility for work outcomes and enacts authority as defined in position description
Problem Solving	Uses appropriate judgement, and uses established strategies to solve routine problems

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Program Development and Implementation	Performs own role and responsibilities efficiently to contribute to program and project outcomes
Quality, Risk, Safety, Legislative compliance	<ul style="list-style-type: none"> Ensures that own work meets the organisation's quality requirements Ensures that risks, hazards, and incidents are identified and reported in own word context. Ensures safety of self and others in work environment Is aware of relevant legislative, regulatory, accreditation and licensing requirements and ensures compliance in work practices
Capability Building	Seeks feedback and focuses on enhancing and extending own knowledge and skills
Learning and Development	Prepares own development plan in consultation with supervisors and pursues self-directed learning
Shared Vision	Maintains enthusiasm and understands own role in achieving organisational purpose. Behavior aligns with organisational values.
Written and Oral Communication	<ul style="list-style-type: none"> Provides accurate written information using Stoicare, log books and templates appropriate to the task Speaks respectfully and explains issues and information clearly to clients / customers and colleagues Actively listens to colleagues and clients and passes on relevant information accurately and appropriately.
Interpersonal skills	<ul style="list-style-type: none"> Demonstrates self-awareness and active listening and asks appropriate questions when dealing with clients/customers and colleagues. Considers the views of others, shares own views and cooperates in resolving differences to achieve group cohesion.
Personal Attributes	
Consumer Focused	<ul style="list-style-type: none"> Prioritises needs of clients, consumers, and customers Aims for best outcomes for clients, consumers, and customers Is outcome focused Follows through with commitments
Collaborative	<ul style="list-style-type: none"> Treats colleagues with respect and compassion Gives feedback in a timely and respectful way Works with others to achieve common goals Engenders a spirit of teamwork Inspires trust Listens actively and inspires confidence
Positive	<ul style="list-style-type: none"> Has faith in own abilities Is optimistic - approaches work with a sense of possibility and positivity Remains calm and focused when faced with difficulty
Flexible / Adaptable	<ul style="list-style-type: none"> Adapts to changing circumstances in the workplace Prioritises work and addresses what is most important

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	<ul style="list-style-type: none"> • Takes advantage of new and emerging opportunities
Determined	<ul style="list-style-type: none"> • Researches options and sets a clear path • Deals with obstacles and impediments • Has clear goals

Employment Screening

Appointments within MS Plus are subject to the satisfactory completion of a police check (All), a Working with Vulnerable People check (WWVP) ACT & Tasmania, an NDIS National Worker Screening Check (NDISWC) and/or a Working with Children check (WWCC) where applicable to the role; plus character/performance reference checks. In some roles, work may not be attended if the required screening employment checks have not been completed/cleared. Appointees whose role requires an NDISWC and/or a WWCC must provide a successful/cleared check if they already have one or apply for one on appointment. Costs associated with these checks are the responsibility of the appointee. All appointments are subject to the disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.

Required screening

<input checked="" type="checkbox"/>	Police Check	<input checked="" type="checkbox"/>	International Police Check
<input type="checkbox"/>	WWVP (ACT/TAS)	<input type="checkbox"/>	WWCC
<input checked="" type="checkbox"/>	Right to work in Australia	<input checked="" type="checkbox"/>	NDISWC
<input checked="" type="checkbox"/>	Relevant vaccination records	<input type="checkbox"/>	Other

Acknowledgment

I accept this position description as detailed above and understand that it may be reviewed regularly and may need to be amended occasionally due to variations in responsibilities and organisational requirements. I have been made aware how to access MS Plus policies and procedures for future reference. I am aware that should I be in any doubt about the interpretation of a policy or procedure I should consult my immediate Manager or a People Culture Quality representative.

<i>Signed Employee</i>	<i>Date</i>
<i>Signed Manager</i>	<i>Date</i>

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