

NEW HORIZONS enterprises limited

POSITION SPECIFICATION AND JOB DESCRIPTION RESIDENTIAL SUPPORT WORKER		
Sydney	Central Coast	Hunter
Authorised by:	Date:	No of Pages: 4
Staff Signature:		

Mission Statement

The Mission of New Horizons is to provide quality support services to people with a disability or who are frail aged.

Title: Residential Support Worker (RSW)

Qualifications:

Essential:

Commitment to working with people with disabilities
Experience relevant to the position of RSW
Minimum Certificate III or relevant qualifications
Current NSW driver's license

Desirable:

Understanding and working knowledge of
DSA 93 and the Disability Service Standards
First Aid Certificate

Objective of Position: Providing care to adults living with an intellectual, psychiatric, cognitive impairment or physical disability.

Reporting relationships: The position reports directly to the Manager and/ or Case Manager for the day-to-day activities and clinical matters.

Terms of engagement: Terms are in accordance with the Letter of Offer

Industrial Agreement: New Horizons Workplace (Staff) Agreement 2002

Award: Social and Community Services (NSW) State Award

New Horizons' acknowledges the contribution made by all staff in achieving New Horizons goals in the delivery of quality services to residents. In order to meet your commitment to these goals you will be required to:

1 Work within the Mission and Philosophy of the Organisation

- 1.1 Work within the stated mission statement, philosophy and objectives of New Horizons.
- 1.2 To be familiar with and actively support New Horizons' policy and procedures, which are the basis of the relationship between the resident, and New Horizons.
- 1.3 Work according to New Horizons policies, protocols and procedures.
- 1.4 Promote and articulate the role and function of New Horizons with employees, residents carers, advocates and others.
- 1.5 Acknowledge and maintain residents' rights and confidentiality in accordance with New Horizons policy and procedures.
- 1.6 Contribute to continuous improvement and the achievement of the Disability Service Standards and other relevant Acts, Standards or other legislation.

2. Work with Colleagues

- 2.1 Work cooperatively as a team member with respect to colleagues.
- 2.2 Consult and share information when needed.
- 2.3 Respect ideas, values, contributions, capabilities and limitations of others.
- 2.4 Accept and carry out designated tasks and responsibilities in accordance with New Horizons policy, procedures and accepted work practices.
- 2.5 Support fellow RSW's in operations of the facility.
- 2.6 Assist in developing the competence of new or less experienced staff through sharing of knowledge and by example.
- 2.7 Promote a safe environment for residents, staff and others in accordance with New Horizons policy and procedures.
- 2.8 Recognise and use appropriate strategies to resolve conflict in the workplace.
- 2.9 Contribute to continuous improvement by participation and attendance at relevant meetings.

3. Demonstrate a commitment to training and development.

New Horizons maintains that it is an obligation and the responsibility of the individual worker to continue to maintain and increase their knowledge, skills and abilities regarding their work role.

- 3.1 Maintain skills and knowledge related to work role and seek opportunities to develop relevant knowledge and skills.
- 3.2 Attend relevant in-service education sessions.

- 3.3 Seek opportunities from outside agencies to further education.
- 3.4 Maintain own service and continuing education records, and register a copy with Support Services Manager.
- 3.5 Participate in regular performance review in accordance with New Horizons policy and procedures.
- 3.6 Share knowledge and expertise with other members of the team gained through attendance at education forums.

4 Work within the Occupational Health and Safety Standards of New Horizons.

New Horizons has an obligation under Occupational Health and Safety legislation to provide a safe and healthy environment for all staff, employees and visitors.

As an employee you have an obligation to become familiar with New Horizons policy and procedures and other workplace responsibilities.

- 4.1 Follow New Horizons policy and procedures on OH&S.
- 4.2 Report and document identified hazards in accordance with New Horizons policy and procedures.
- 4.3 Maintain a safe environment for residents, staff and others.
- 4.4 Follow New Horizons infection control policy and procedures implementing universal precautions.
- 4.5 Use and store chemicals in accordance with product instructions.
- 4.6 Ensure the use of appropriate products, appliances and equipment for household chores assigned to residents.
- 4.7 Follow guidelines for safe manual handling.
- 4.8 Ensure fire safety and evacuation drills are carried out in accordance with New Horizons policy and procedures.
- 4.9 Ongoing commitment to Quality Assurance, Safety and Risk Management.

5. Basic Care and individual skills relating to general living.

- 5.1 To work with persons who have a disability using empathy, genuineness, honesty and respect towards the individual.
- 5.2 To be aware of and work within the framework of duty of care and dignity of risk.
- 5.3 To report any observed real or perceived changes in resident's physical and/or mental well-being to the designated case manager.

- 5.4 To respond rapidly and adequately to calls for assistance from residents
- 5.5 To respond rapidly to emergency situations.
- 5.6 To supervise and document medication in accordance with New Horizons policy and procedures.
- 5.7 To be responsible to maintain a clean and tidy home.
- 5.8 To encourage and support residents to attend to their activities of daily living as independently as possible.
- 5.9 To provide appropriate support to residents by use of prompts, direction or assistance to meet individual needs e.g. personal hygiene, appearance and maintaining a clean and tidy home.
- 5.10 To assist clients in banking and budgeting skills.
- 5.11 To encourage and supervise resident's participation in menu planning, grocery lists, shopping, hygienic food preparation and ability to cook nutritionally balanced meals.
- 5.12 To assertively follow up daily activities and chores list.
- 5.13 To support strategies that reduces the long-term risks of the resident's disability and improves their quality of life.
- 5.14 To promote the resident's participation with decision-making and where appropriate in consultation with the Case Manager.
- 5.15 To encourage and assist residents to access community resources.
- 5.16 To participate in the development and implementation of the Individual's Personal Plan.
- 5.17 To respect the residents personal beliefs and values and refrain from imposing personal beliefs and values.
- 5.18 To complete all documentation in accordance with New Horizons policy and procedures.
- 5.19 To report to Case Manager / Manager / Human Resources Department any issues or concerns regarding agreed tasks or responsibilities.
- 5.20 Any other reasonable duty relevant to your position.
- 5.21 To submit a fortnightly time sheet showing all hours worked. Unpaid voluntary work is not permitted. **You must obtain from the Manager approval to work overtime.**

Note: This job description will be reviewed regularly to ensure that it continues to reflect the requirements of the position and that it is meeting the needs of the Service Recipient