

## ***POSITION DESCRIPTION***

### ***Respite Care Worker***

#### **ORGANISATIONAL CONTEXT**

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Gateways mission is to empower and support children and adults with a disability / additional need and their families to maximise their:

- Quality and enjoyment of life
- Potential
- Positive relationships within the community

#### **CORE VALUES**

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The following organisational values apply equally to relationships with children / adults with a disability / additional need, their families, staff, volunteers and other organisations and the broader community.

**C**ommitment and Cooperation

**O**ppportunity and Openness

**R**espect and Reliability

**E**xcellence and Empathy

#### **GATEWAYS RESPITE AND RECREATION SERVICES OBJECTIVES**

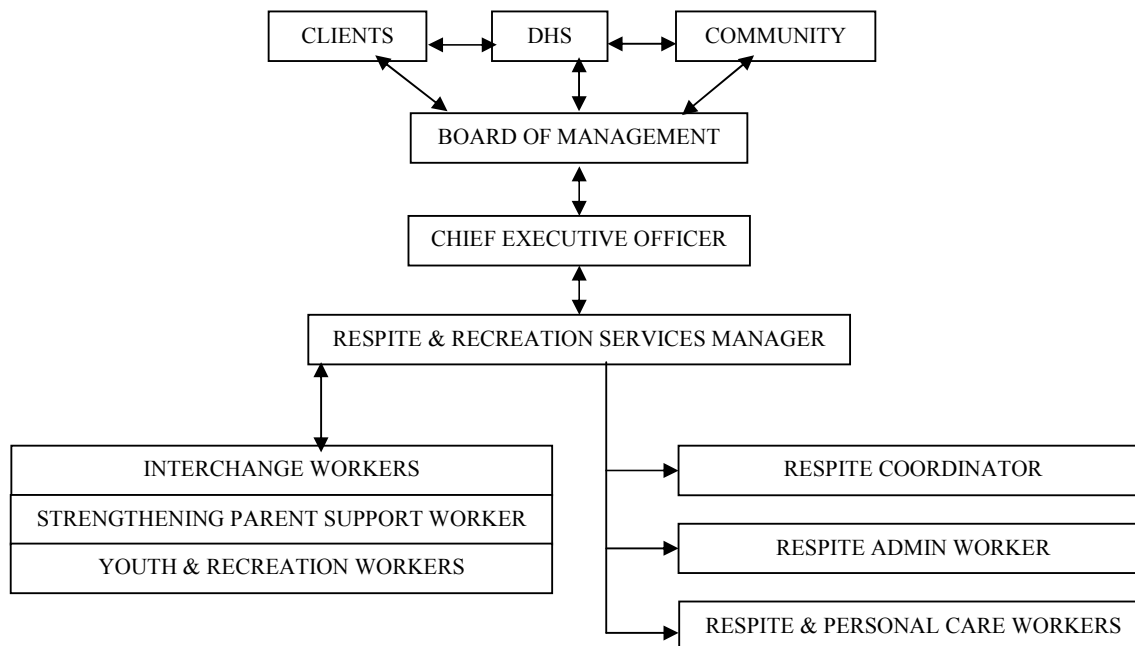
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- Provide appropriate, high quality support and care to enable people with disabilities to enjoy a positive lifestyle as a respected member of their local community.
- To work together as a team to ensure that all participants have an opportunity to be involved in activities in a positive way.
- Build on the unique strengths and needs of each participant.

## REPORTING ARRANGEMENTS AND ACCOUNTABILITY

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The Gateways Board of Management is responsible to clients, funding bodies and the community for all aspects of service provision and management of the organisation. This responsibility is delegated through the Chief Executive Officer to staff. The accountability structure is as follows:



## DUTIES AND RESPONSIBILITIES

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### Disability Standard 2: Individual Needs

*Each client and their family receive a service, which is designed to meet their individual needs and personal goals in the least restrictive way.*

#### Key responsibilities

- Carry out Respite Care Plans under the direction of the Respite and Recreation Services Manager and in consultation with the client / primary care giver.
- Carry out service activities in a positive manner that builds on the client's strengths and interests.
- Provide support to clients in a manner which gives clients as much control and independence as possible without compromising Gateways' duty of care to the client.
- Where specified, to carry out General Service Plan and Individual Program plan objectives throughout respite care contact hours.
- Ensure that the special needs of clients from Koori or Culturally Linguistic and Diverse Backgrounds are met.

### Disability Standard 3: Decision-Making and Choice

*Each client has the opportunity to participate as fully as possible in making decisions about the events and activities in their daily lives.*

#### Key Responsibilities

- Ensure that the client and or the caregiver are consistently supported to make choices and decisions about respite activities and options.

#### **Disability Standard 4: Privacy, Dignity and Confidentiality**

***Each client's right to privacy, dignity and confidentiality in all aspects of their life is recognised and respected.***

##### Key responsibilities

- Interact with and support clients in ways, which always respects their dignity and privacy.
- Ensure that the confidentiality of client information is maintained at all times in accordance with Gateways' policies.

#### **Disability Standard 5: Participation and Integration**

***Each client is supported and encouraged to participate and be involved in the life of the community.***

##### Key responsibilities

- Support to clients to undertake appropriate activities of their choice in respite sessions.

#### **Disability Standard 6: Valued Status**

***Each client has the opportunity to develop and maintain skills and to participate in activities that enable them to achieve valued roles in the community.***

##### Key responsibilities

- To promote a positive image of people with disabilities in the community.

#### **Disability Standard 7: Complaints and Disputes**

***Each client is free to raise and have resolved any complaints or disputes he or she may have regarding the service provider or the service.***

##### Key responsibilities

- To document any concern or complaint raised by a client or their caregiver and refer it immediately to the Respite and Recreation Services Manager.

#### **Disability Standard 8: Service Management**

***Each service provider adopts sound management practices, which maximise outcomes for clients.***

##### Key responsibilities

- Establish a thorough working knowledge of the relevant Gateways policies and procedures and work in a manner consistent with these at all times.
- Ensure that a safe and healthy environment is maintained at all times for clients, staff, and where applicable, members of the community as set out in relevant policies.
- To immediately report any risks which may impact on the client or the organisation to the Respite and Recreation Services Manager.
- To report all critical incidents in accordance with the Department of Human Services Incident Reporting Guidelines.
- Follow agency procedures for safe administration of medication.
- Effectively manage and account for use of work time including punctual and reliable attendance at scheduled respite appointments.
- Attend and contribute constructively to staff supervision sessions.
- Participate in training activities.

#### **Disability Standard 9: Freedom from Abuse**

***Each client has the right to be free from verbal, physical, sexual and emotional abuse and neglect.***

##### Key responsibilities

- To support clients in a way that prevents clients being exposed to abuse or neglect.
- To immediately report any incident, or suspicion of, any form of client abuse or neglect to the Respite and Recreation Services Manager for investigation.

## KEY FUNCTIONS

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### 1. **Work environment:**

- Manage demanding and changing workloads and competing priorities.
- Work long shifts.
- Work within a team environment and at times alone.
- Wear personal protective equipment (eg rubber gloves) to provide protection from potential infectious and hazardous substances.
- Work in locations geographically separated from management.
- Be exposed to all outdoor weather conditions.

### 2. **Manual handling:**

- Undertake manual handling (eg lifting, pulling, pushing, moving, transferring, twisting, restraining, and supporting) of equipment and clients, which would be of varying weight and size.

### 3. **People contact:**

- Work with clients with an intellectual, physical, sensory disability.
- Assist in personal and self-care activities such as toileting, meals, dressing and maintenance of personal hygiene.
- Interact with members of the public who may display the full range of emotional expressions, including parents and family members.
- Interact with clients who could display verbal or physically challenging behaviour and/or the full range of emotional expressions.
- Support and participate clients in recreational activities.
- Use community resources with clients (eg. Shops ,cinemas).

### 4. **General tasks:**

- Undertake general household duties, associated with the particular care of respite participants when providing in home respite.

### 5. **Administrative tasks:**

- Undertake administrative tasks, which may include completing incident reports.

### 6. **Vehicles and other equipment:**

- Drive vehicles (cars and mini buses) possibly over long distances and in all traffic and weather conditions.
- Drive vehicles with possible distractions from client behaviour, verbal or physical.

## SELECTION CRITERIA

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### 1. **High level communication and people skills including the ability to:**

- Effectively communicate and maintain positive working relationships with clients, staff, management and other organisations.
- Contribute positively to the culture and values of the organisation.
- Work effectively within reporting and line management systems.
- Effectively utilise information systems.

### 2. **Personal attributes including:**

- Ability to work effectively in a challenging and changing environment.
- Flexibility and adaptability.
- Creativity and initiative.
- Drive and enthusiasm.
- Career goals consistent with the position.

## **TERMS AND CONDITIONS OF EMPLOYMENT**

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- Terms and conditions of employment are as per the Federal HSUA Attendant Care (Victoria) Award 1995plus specific conditions as outlined in the employment contract.
- Classification – Attendant Carer.
- Clear criminal records check.
- Satisfactory health declaration in accordance with the Gateways Support Services Pre employment Policy.
- Current Victorian Driver’s Licence.
- Current Workplace Level 2 First Aid Qualification.
- Working with Children’s Check

## **PREFERRED QUALIFICATION**

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Certificate IV in Community Services or other relevant qualification.