

Position Description

Position	Residential Care Worker
Reporting to	Residential Manager
Division	Consumer Directed Care
FTE	Permanent, Part time & Casual
Location	Beverly Hills & Lidcombe (NSW), Watsonia & Williamstown (VIC)

Organisation

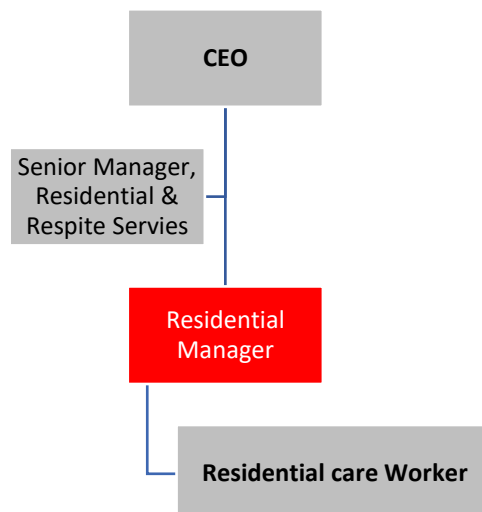
MS Plus, is the go-to provider of information, advice and support for people affected by multiple sclerosis and other neurological conditions. We're a combined entity of the ACT, NSW, Victoria, and Tasmania with over 60 years' insight into how to live well with progressive neurological conditions.

Role Purpose

Purpose -This role will provide care and support to people living with MS and other Neurological Diseases

Responsible for providing high quality and consistent care and support, in accordance with support plans, to people living with MS and other Neurological Diseases in a community residential service, and respecting participants as individuals and supporting them to maintain purpose in life through meaningful activity, self-determination, choice and community and family connectedness.

Team structure



Key Responsibilities	
Key focus area	Success factors
Organisational and Administration Support	Participant Care and Support
Participant Care and Support	• Provide quality participant care in accordance with current care plans. • Provide input into the development of participant care plans and encourage and involve the participant in this process. • Encourage and support the involvement of participants as described in their written support plan with their direct personal care and health needs, and the activities of daily living, including hygiene, dressing, grooming, transfers & mobility, and nutrition & meal preparation. • Medication administration from Webster packs, including PRN administration. • Encourage participants to make choices and decisions about all aspects of their life including: ○ healthy food choices, menu, and shopping list planning ○ times for rising and retiring to bed. ○ clothes ○ choice of daily activities ○ transportation/travel options • Support participants to maintain both formal & informal networks, and meet their social, recreation and physical exercise goals as per their individual program plan and NDIS Plans, including: ○ everyday activities and tasks such as personal care, meal preparation and household tasks e.g. clothes washing, tidying of room, and providing a clean & sanitized environment for participant to reside in. ○ attending medical and health appointments ○ rehabilitation-related and physical exercise activities as directed by an allied health professional. ○ socialisation and engagement with family members, friends, significant others. • Maintain a home-like environment for participants including: ○ being respectful of participants' right to privacy & dignity ○ supporting a consistent approach to participant's daily tasks and activities ○ encouraging and supporting participants to establish and maintain their home, to feel safe, secure, and comfortable.

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	○ support participants to have control, understand their rights and choices, to raise concerns, ideas, and feedback.
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Qualifications/Work Experience

Essential	• Experience in client care roles within the disability/aged care sector. • Computer literacy including the use of Microsoft Office, emails, Teams/Zoom and records/care plan systems (for example Storiicare). • English literacy and numeracy • Ability to communicate effectively with clients, families, team members, health professionals and service providers.
Desirable	• Experience working in Residential settings that provide High Intensity Supports.

Knowledge and Key Selection Criteria

Essential	• Certificate 4 in Disability Studies/Certificate 4 in Aged Care or higher • Current Level 2 First Aid certificate • Current CPR certificate • NDIS Workers Screening Check • NDIS Workers Orientation Completion Certificate
Desirable	• Experience and proven competence in delivering quality consistent and holistic care and support to participants living in a community supported setting. • Experience in working with people who may display behaviours of concern. • Understanding of progressive neurological disorders such as MS • Food handling certificate • Manual Handling certificate • Infection Control certificate • Dysphagia experience (assisting with swallowing issues).

Key Competencies

Key Focus Area	Demonstrated competency
Relationship Management	• Ensure effective and mutually beneficial relationships are developed and maintained. • Work as a collaborative and supportive team member. • Consult and provide support in all aspects of care. • Consult and share information. • Liaise with and share information.
Administration	• Email and phone communication including the use of Teams and Zoom • Regular and PRN Medication Documentation • Incident Management & Reporting

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	• Handover documentation, which includes handing over medication keys, mobile phone and pager to the next carer on shift. • Log onto Human Force when commencing work and Log off when finishing. • Apply for personal/annual leave through Human Force. • Upload medical/carers certificates through Human Force • Progress Notes and other required documentation to be completed prior to finishing your shift. • Advise Manager regarding participants health, low stock of medications and continence products. • Advise maintenance concerns to Manager prior to completion of shift.
Time Management	• Commence shifts on time. • Attend all Mandatory trainings on time. • Attend staff meetings on time.
MS Plus Values	• Actively support MS Plus's purpose, values, and strategic vision. • Operate in line with MS Plus policies, procedure, and practices. • Positively and constructively represent the organisation to external contacts at all opportunities. • Behave in a way that contributes to a workplace that is free of discrimination, harassment, and bullying behaviour at all times. • Ensure the health, safety and welfare of self, co-workers, and others. • Follow all reasonable directions given by the organisation. • Support and empower co-workers. • Support, promote and show sensitivity to diversity in the workplace. • Behaviour is in alignment and comply with MS Plus Code of Conduct
Compliance	• Documentation & signing of all medications that are administered to residents, including process of counting PRN medication provided to residents as per MS Plus's operational requirements. PRN medication to be documented in progress notes. • Comply with MS Plus policies and procedures and all legislation applicable to work role. • Uphold privacy and confidentiality requirements in accordance with legislation, policies, and procedures. • Attend all mandatory training (including Fire Evacuation sessions), workshops and webinars. • Attend & participate in staff meetings. • Follow instructions and accept support and direction as required by the Team Leader, or Manager • Give adequate notice when unable to attend rostered shift/s • Personal mobile phones are not permitted to be used during work hours, unless otherwise discussed with you Manager/Team Leader • Where applicable, ensure own work practices are compliant with Disability Standards appropriate to your state.

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Quality, Risk, Safety, Legislative compliance	• Maintain quality standards and systems and participate in Continuous Quality Improvement activities, including identifying opportunities for improvement and promoting recommendations for improvement to management. • Maintain personal competency consistent with the competency standards for this position.
Work Health & Safety	• Comply with WHS legislation, policies, procedures and directions; and adopt safe work practices consistent with these. • Take reasonable care of the health and safety of yourself and others • Identify hazards & risks and take corrective action as required. • Immediately report any hazards, near misses, injuries and illnesses to your Manager/Team Leader and complete an Incident Report Form within 24 hours of the incident occurring. • Ensure behaviour in the workplace does not discriminate, bully or harass. • Participate in staff meetings, training and other WHS activities. • Wear personal protective equipment as and when required by management. <u>Infection Control:</u> • Follow guidelines and practices for Infection Control and disposal of waste products. • Ensure participants and staff safety by being aware of any environmental safety issues and take corrective actions as required, including the management of infectious diseases and outbreaks by applying standard precautions and complying with Infection Control guidelines.
Team Dynamics	• Work as a cooperative and collaborative team member to provide holistic care and support to participants in line with the service philosophy, policies and procedures, disability standards and legislation. • Provide handover reports on each participant at the end of each rostered shift and hand over keys, phone, and call pager to the next staff member on shift. • Liaise with and support staff providing internal and external services to the participants.
Written and Oral Communication	• Complete all required documentation on Storicare including documenting and acknowledging dashboard notifications, reading, and acknowledging progress notes, reading, and acknowledging care plan updates. maintenance reports, money management recording etc. • Report concerns relating to participant's condition / management to Manager/Team Leader via email by the end of your shift. • Complete Incident Reports for Incidents and or Near Misses.

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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

☒	Police Check	☒	International Police Check
☐	WWVP (ACT/TAS)	☒	WWCC
☒	Right to work in Australia	☒	NDISWC

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.

*Signed
Employee*

Date

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