



Residential Care Worker Service Innovation

- **Purpose** to provide care and support to people living with MS.
- **Responsible** for providing high quality and consistent care and support, in accordance with support plans, to people living with MS 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.

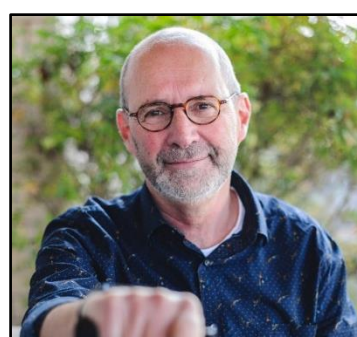


Multiple Sclerosis Limited, commonly known as MS, is the go-to provider of information, advice and support for people affected by multiple sclerosis.

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.

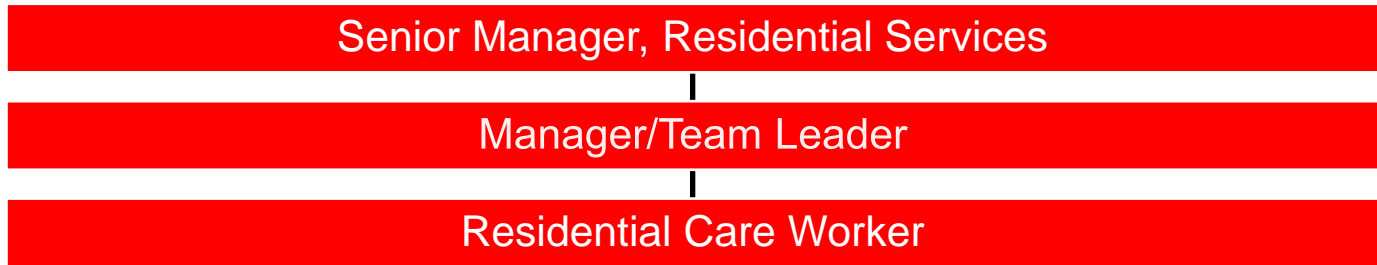
We offer vital support and services for people living with multiple sclerosis while the search for a cure continues.

We are here so no one has to face MS alone.





Organisation Dimensions



Position Dimensions	
Budget (\$ value)	
Staff numbers	
Location/s	
Other	Manual Handling, Infection Control, Medication Management, Food Handling & Safety, First Aid, CPR and Emergency & Fire Evacuation Training

Key Responsibilities

Organisational and Administration Support	
	<p>Participant Care and Support</p> <ul style="list-style-type: none"> • Provide quality participant care in accordance with current care plans • Provide input into the development of participant support 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 • Encourage participants to make choices and decisions about all aspects of their life including: <ul style="list-style-type: none"> ○ healthy food choices, menu and shopping list planning ○ times for rising and retiring ○ clothes ○ money planning & management ○ 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: <ul style="list-style-type: none"> ○ everyday activities and tasks such as personal care, meal preparation and household tasks ○ 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: <ul style="list-style-type: none"> ○ 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
- support participants to have control, understand their rights and choices, to raise concerns, ideas and feedback
- Complete all required documentation including: daily participant support notes, incident reporting, progress notes, maintenance reports, money management recording etc.
- Report concerns relating to participant's condition / management as per the written policies & procedures

Team Work

- 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
- Liaise with and support staff providing internal and external services to the participants

Continuous Quality Improvement

- 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

Compliance

- Comply with MSL's 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 webinar
- Attend & participate in staff meetings
- Follow instructions and accept support and direction as required by the Team Leader, Supervisor 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

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 or WHS Representative 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



	<p><u>Infection Control:</u></p> <ul style="list-style-type: none">• 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 <p>Administration – completed in timely manner</p> <ul style="list-style-type: none">• Email and phone communication including the use of Lync & Skype• Medication Documentation• Incident Management & Reporting• Handover documentation• Timesheets and Leave forms• Progress Notes
Relationship Management	
	<ul style="list-style-type: none">• 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
Values	
	<ul style="list-style-type: none">• Actively support MS' purpose, value, service promise and strategic vision• Operate in line with MS' policies, procedure and practices• Promote and work within MS' Services Innovation delivery principles• 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 work place• Behaviour is in alignment with Culture, Service Promise & Foundation behaviours• Actively promote and comply with MSL's Code of Conduct



Position Requirements

Knowledge, Skills and Experience

- At least 12 months experience and proven competence in delivering quality consistent and holistic care and support to participants living in a community supported setting or similar
- Experience in customer care roles
- Ability to communicate effectively with participants, families, team members, health professionals and service providers
- Computer literacy including the use of Microsoft Office, emails and work documents.
- English literacy and numeracy

Qualifications - Essential

- Certificate IV or higher in Disability Studies/Home and Community Care
- Level 2 First Aid certificate
- Working with Children check

Desirable

- 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

Other

- Attention to own personal care and presentation
- Closed in shoes to be worn

Must be completed/provided prior to commencing employment

- Right to work in Australia
- Current valid driver's license desirable
- Current national police record check (performed by MSL)
- International Police Check if lived overseas for longer than 12 months in the last 10 years (to be provided by the applicant)
- Consent to DWES check - if applicable, Vic only