



RESIDENTIAL CARE WORKER

Consumer Directed Care

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 residents 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.

Organisation

Multiple Sclerosis Limited, commonly known as MS, 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.

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.

Our Aspiration

The home of comprehensive support for neurological conditions

Our Purpose

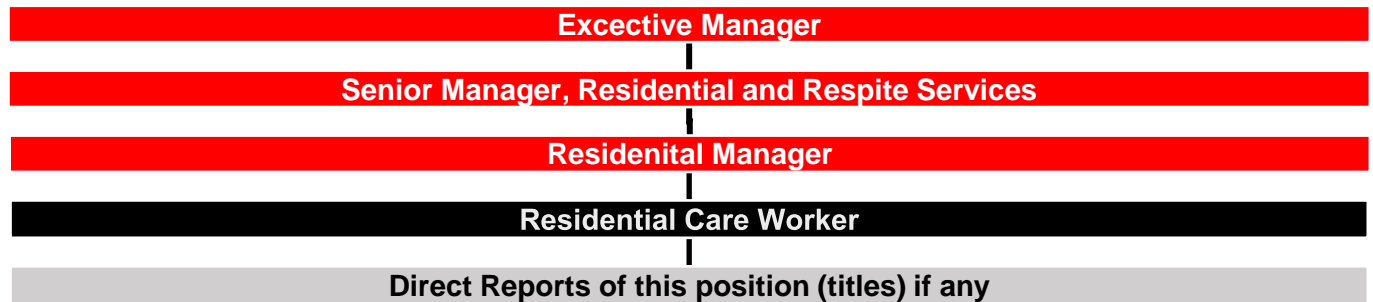
Together on the journey to break down barriers, achieve goals and live well

Our Values

- Empowerment** We show respect for the rights of others and listen to the voices of our clients in making decisions. We encourage and enable others to attain goals and achieve, and we aim for best outcomes for our stakeholders.
- Community** We respect difference in all its forms and welcome diverse members of our community. We work collaboratively, creating stronger solutions together. We build trust by engaging with stakeholders to share understanding, and we participate in networks, partnerships, and community events to advance MSL's objectives.
- Expertise** We commit to ongoing learning to maintain contemporary knowledge in our respective fields of practice. We share our knowledge with stakeholders to empower and enable them. We develop and model effective leadership in the sector and in our organisation.
- Creativity** We establish ways to capture, communicate and implement innovative ideas and practices. We see emerging opportunities and problems and take proactive steps to adapt accordingly.
- Spirited** We encourage initiative and look for ways to continuously improve. We show resilience in the face of set-backs, overcome obstacles, and learn from experience.

Position

Operating Budget \$ <add if applicable>
Position FTE (Full time/ Part time) <Full time = 1 FTE, Part time FTE = Weekly hours divided by 38>
Location/s Watsonia, Williamstown VIC & Beverly Hills NSW



Key Responsibilities of this role

Strategic / Organisational Leadership Responsibilities

- 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 capacities , maintaining awareness of all client issues and always ensuring dignity and confidentiality.
- 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.
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Operational Leadership / Administrative Responsibilities

- 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
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People Leadership and Relationship Management

- 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 Contacts

- 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.

Competencies needed for success in this role

Equipment and Assets	Takes care when using and maintaining equipment and aids
Reflective Practice	Applies organisational 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
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	<ul style="list-style-type: none"> • Maintains enthusiasm and understands own role in achieving organisational purpose. Behaviour aligns with organisation's 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.

Knowledge, Experience and Personal Attributes needed for success in this role:

Qualifications

- **Essential:**
 - 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

- **Preferred:**
 - Manual Handling Certificate
 - Medication Administration Certificate
 - Infection Control Certificate

Knowledge / Experience – Essential

- 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.

Experience - Preferred

- 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

- 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

Personal Attributes

- **Consumer Focused**
 - Prioritises needs of clients, consumers, and customers
 - Aims for best outcomes for clients, consumers, and customers
 - Is outcome focused
 - Follows through with commitments

- **Collaborative**
 - 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**
 - 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**
 - Adapts to changing circumstances in the workplace
 - Prioritises work and addresses what is most important
 - Takes advantage of new and emerging opportunities

- **Determined**
 - Researches options and sets a clear path
 - Deals with obstacles and impediments
 - Has clear goals

Other

Employment Screening

Appointments within MSL 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 you may not be able to commence work or continuing working 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.

Employees must provide:

- Right to work in Australia documentation.
- An International Police Check if they have lived overseas for longer than 12 months in the last 10 years.

Required Screening Checks

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| <input checked="" type="checkbox"/> Police Check | <input checked="" type="checkbox"/> NDISWC |
| <input type="checkbox"/> WWVP (ACT/TAS) | <input type="checkbox"/> WWCC |