

**Position Description**  
**Personal Support Worker (PSW) – Individual Support**

**KARINGAL MISSION**

*To provide quality services that improve the lives of individuals*

Karingal is a community service organisation which is committed to providing services that enhance the lives of individuals. Our team takes pride in proactively supporting people with disabilities, disadvantages and those who are aged, to live full and active lives. We have services in Geelong, Melbourne and Regional areas in Victoria.

**DIVISION DESCRIPTION**

Through partnerships with people with a disability, their families and the community, **Karingal Community Living** creates opportunities and choices that inspire and enable the achievement of personal goals.

**BRANCH DESCRIPTION**

The **Individual Support** branch includes personal support, case management, respite and outreach services to assist people with a disability live independently in the community. Individual Support service people with a range of disabilities including intellectual, physical, acquired brain injury and mental illness, across Geelong, Colac and surrounding regions.

**Position Specifics**

<b>Position objective:</b>	The PSW position involves personal care, community access and support to people with a disability. As a PSW you will be required to have excellent communication skills, the ability to relate to clients of Karingal, perform a full range of personal care duties and the associated paperwork. The position will involve varied hours, including weekends and nights. You will also need to abide with the Karingal Inc policies and procedures.
<b>Reports To:</b>	Service Coordinators
<b>Division:</b>	Karingal Community Living (KCL)
<b>Branch:</b>	Individual Support (IS)
<b>Primary Location:</b>	Barwon Region
<b>Employment status (F/T, P/T):</b>	The Personal Support Worker role can be employed initially on casual basis with the view to move to part time within 3 month. Part-time - Minimum 8 hours a fortnight (varied hours including nights and weekends)
<b>Probation:</b>	All positions are offered with 6 month probation period.
<b>Classification &amp; conditions:</b>	Personal Support Worker Karingal Inc Personal Support Worker Collective Agreement, 2009
<b>Remuneration:</b>	Agreement Schedule- level commensurate with experience, qualifications and role responsibilities. Weekend penalty rates apply.

## Position Responsibilities & Duties

### General Responsibilities

- Client active support approach
- Training and demonstrated skills in personal care:
  - Hoisting
  - Bowel care
  - Peg feeding
  - Manual Handling
  - And other support services as required
- Working with difficult clients
- Demonstrated professional relationships and active compliance with Professional Boundaries policies and procedures
- Appropriate communication with clients
- Appropriate and regular communication with coordinators and office based staff
- Incident reporting
- Client and payroll related admin

### Skills Application (technical skills)

- Apply all OH&S requirements
- Be dedicated to meeting the expectations and requirements of clients and establish and maintain effective relationships with clients. Respond respectfully to client requests and enquiries.
- Relate well to all kinds of people and build rapport. Listen well and use diplomacy and tact in dealings with people.
- Be adaptable and open to new ideas and readily tackle new challenges. Accept changed priorities without undue discomfort and recognise the merits of different options and act appropriately.
- Accept direction and supervision from the coordinator and be able to work a specified Support Plan and Duty Statement for the benefit of clients.
- Demonstrate a commitment to the enrichment and development of the lives of people who have a disability.

### Position Specifics

- Assist clients in undertaking a range of activities of daily living including personal and self-care, food preparation, eating, dressing and maintenance of personal hygiene and other tasks as directed.
- Provide support to clients to participate as fully as possible in community activities.
- Undertake the personal support role with respect and acknowledgement of the clients' abilities and strengths.
- Provide clients with opportunities for personal growth and skill development in line with Support Plans and coordinator instruction
- Perform personal support work with professional integrity and ensure the privacy and confidentiality of client information.
- Be reliable, punctual and act professionally at all times.
- Work within accordance to your position description.
- Complete all client related administration as directed
- Follow all relevant policies, procedures and work instructions
- Report any incident, OHS concern or client concerns to coordinators in timely manner as per policies

### Professional Development

- On going training in provision of Individual Support services
- Attendance at Individual Support meetings as required
- Attendance at training as required including compulsory induction training modules
- Completion of annual performance review and formal catch ups when required

### Other duties as directed by manager or supervisor

### Measurable Results & Outcomes

- Successfully build rapport with clients, supporting them to achieve personal growth whilst displaying sensitivity to the clients abilities and strengths
- Compliance with all relevant policies, procedures, work instructions and support plans
- Exhibits characteristics of reliability, punctuality and professionalism in all work related tasks
- Successful, accurate and timely completion of client related administration as directed
- Evidence of attendance and worthwhile participation at relevant meetings and training
- Evidence of timely and accurate incident (OHS or client related concerns) to coordinators as per policies

### Key Selection Criteria & Skills/Attributes

<b>Essential:</b>	<ul style="list-style-type: none"> <li>▪ Full Victoria Drivers Licence</li> <li>▪ Current First Aid Level 2 Certificate</li> <li>▪ Excellent communications skills, verbal and written</li> <li>▪ Previous experience in the provision of support services to people with disabilities or who are ageing</li> <li>▪ Reliable vehicle</li> <li>▪ Successful Police Check (less than six months old)</li> </ul>
<b>Desirable:</b>	<ul style="list-style-type: none"> <li>▪ Certificate III in Disability and or Aged Care</li> <li>▪ Certificate III or Certificate IV in Community Services or equivalent</li> <li>▪ Experience in working with Indigenous Australians and people from culturally and linguistically diverse backgrounds</li> </ul>

### Application Details

<b>Application instructions:</b>	<p>Please send applications including cover letter and current resume to Karingal via email or post as below.</p> <p>Late applications will not be accepted.</p>		
<b>Email:</b>	<a href="mailto:jobs@karingal.org.au">jobs@karingal.org.au</a>	<b>Postal address:</b>	IS Recruitment Officer Karingal 57-63 Spring Street Geelong West VIC 3218
<b>Contact person:</b>	Jodie Matthey Individual Support Recruitment (03) 5223 2809		
<b>Closing date:</b>	Ongoing positions always available		

***“Karingal is an Equal Opportunity Employer; values diversity and encourages applications from Indigenous people, people with disabilities and people from culturally and linguistically diverse backgrounds”.***

Please visit our website for more information: [www.karingal.org.au](http://www.karingal.org.au)