

## Position Description

Position Title: Trusted Care Support Worker

Type of Employment: Casual (Social, Community, Home Care and Disability Services Industry Award [MA000100])

### About Cystic Fibrosis Queensland

Cystic fibrosis is the most common life-shortening genetic condition in Australia. Cystic fibrosis primarily affects the lungs and digestive system because of a malfunction in the exocrine system, responsible for producing saliva, sweat, tears and mucus. From birth a person with cystic fibrosis will go through a multitude of medications, treatments, and constant physiotherapy.

There is currently no cure. People with cystic fibrosis develop an abnormal amount of excessively thick and sticky mucus within the lungs, airways, and the digestive system. The mucus causes impairment of the digestive functions of the pancreas and traps bacteria in the lungs resulting in recurrent infections which lead to irreversible damage. Lung failure is the major cause of death for someone with cystic fibrosis.

Cystic Fibrosis Queensland is a not-for-profit organisation that supports an increasing number of people with cystic fibrosis and their families, through emotional and practical support and educational programs. In conjunction with other cystic fibrosis state and territory organisations, as well as Cystic Fibrosis Australia, Cystic Fibrosis Queensland advocates for those with cystic fibrosis, for research and clinical improvement programs and importantly, access to the NDIS.

### About Trusted Care

Trusted Care is a national NDIS subsidiary owned by Cystic Fibrosis Queensland. It operates as an independent revenue stream for the charity and provides plan management and personal supports for all eligible people.

### Primary Purpose of the Position:

Trusted Care Support Workers work alongside people with a disability, to support them at home and in the community, with daily living skills and community activities that assist them to have a good life. We ensure the people we support are respected and have choice and control over their lives.

You will help us ensure our support is flexible, responsive, person-centred, and planned to meet individual needs, lifestyle choices and goals. You will help the people we support to achieve greater independence.

### Reporting Relationship:

This position will report directly to the Team Leaders with Service Managers taking an overarching supervisory role.

### Organisational Relationships:

Trusted Care management team

Stakeholders – social/service/sporting clubs, volunteering, and community organisations.

NDIS providers

## Position Description

### Duties:

- Provide personal support and work within a human rights-based approach by adhering to the Standards of the Disability Sector (NDIS) and Trusted Care values, policies and procedures including workplace health and safety.
- Present and behave in a professional manner that supports a positive image and reputation for the organisation.
- Be responsible, take accountability and continually evaluate your own work and your ongoing learning and development. You reflect a professional image by always being flexible and reliable.
- Maintain a safe and healthy workplace and identify, manage, and report hazards and incidents.
- Build and maintain positive relationships by treating all people with sensitivity and respect and maintaining privacy and confidentiality.
- Escalate issues as appropriate to your line manager.

### Key Result Areas:

- You contribute to the team, support your colleagues, engage with meetings and are reliable.
- The people you work with feel valued, respected, and supported.
- You show sensitivity, respect diversity, and maintain Privacy and confidentiality.
- Being adaptable and creative in meeting the organisation's and service user's needs.
- Identify opportunities for continuous improvement in your work and suggest creative solutions to reduce risk and improve the quality of our service.
- You show adaptability and creativity in undertaking your role.
- You actively engage with the team to improve the quality and safety of what we do and how we do it, including finding new and creative solutions to problems.

### Knowledge, Experience and Qualifications:

- Experience in a similar role and/or vocational/tertiary qualifications in the care/disability sector.
- Excellent inter-personal and communication skills (written and verbal) (essential).
- Demonstrated high-level organisational skills (highly desirable).
- A background in charity and or community employment preferred.
- An understanding of the NDIS (essential) and a background in personal care (desirable).
- Current driver's licence is essential and access to personal vehicle (essential).
- Current Blue Card, Yellow Card (essential).
- Current First Aid Certificate including CPR (essential).
- NDIS Worker Screening check (essential).
- National Police Check (essential).
- Valid right to work in Australia (student and short-term visa holders considered) (essential).
- Willingness and ability to work a variety of shifts through the week (which may include mornings, afternoons, nights, weekends, split and short shifts) (essential).

### Personal Attributes:

- You are willing to help people with disabilities achieve their goals and support them with their personal care and daily living activities.
- You are *respectful* and willing to help the people we support to make their own choices and decisions while retaining their dignity, respect, and privacy.
- Can think *creatively*, bring *flexibility*, commitment, and consistency on a daily basis.

## Position Description

- You enjoy learning new things and building your skills.
- You are friendly, have a *positive* attitude and work well independently or as part of a diverse team.
- Possesses a high level of *honesty* and *integrity*.
- Ability to build and maintain positive and *professional* relationships with clients and colleagues.
- Good verbal and written English communication skills.