

Date

Name
Address

Dear

Thank you for your enquiry regarding joining Calvary Silver Circle, a leading provider of home care and support services. We have been assisting people to live as they choose in the comfort and security of their own homes since 1991.

There are many benefits available through your association with Calvary Silver Circle:

- Flexible hours to suit your lifestyle
- Weekly printed schedules mailed to you
- Salary Packaging – reduces taxable income
- 4 weeks paid leave for staff wishing to accrue leave
- 9% superannuation contribution
- Paid Orientation and OH&S training at commencement
- Silver Circle Training Institute provides free nationally accredited staff training

We have included an Employment Application Form, a Position Description detailing the role and responsibilities of a Support Worker and current Rates of Pay.

Should you wish to apply for a position as a Support Worker, please complete the application form and return it with your resume to the address indicated.

On receipt of your application, you will be contacted by the Service Co-ordinator to discuss your employment options with Calvary Silver Circle.

If you are asked to attend an interview, please bring:

- Your driver's licence
- Evidence of current vehicle registration/insurance
- A copy of your First Aid Certificate (if you have one)
- Proof of any other Qualifications you have, and evidence
- Proof of citizenship or authority to work in Australia (if not born in Australia)

If you are interested in this rewarding role working in the community, we look forward to receiving your application.

Yours sincerely

Service Co-ordinator

Calvary Silver Circle Vision

With passion & expertise, to excel in enabling people to live as they choose in the community.

Our Way – Being For Others

- Commitment to client choice, direction, rights & privacy
- Expertise in reliable, flexible & innovative service delivery
- A Can-do approach to meet individual needs
- Open & trusting relationships with all participants
- Recognition and valuing of all staff
- Safe work practices & environment for clients and staff
- Continuous improvement through client feedback, staff training & system review
- Commercially sound practices responsive to all stakeholders

Expressing the Mission & the Values of the Little Company of Mary Health Care

Our values are visible in how we act and treat others

- **Hospitality:** demonstrates our response to the desire to be welcomed, to feel wanted and to belong. It is our responsibility to extend this to all who come into contact with our services by promoting connectedness and listening and responding openly
- **Healing:** demonstrates our desire to respond to the whole person by caring for their spiritual, psychological and physical well being. It is our responsibility to value and consider the whole person and to promote healing through reconnecting, reconciling and building relationships.
- **Stewardship:** recognises that as individuals and as a community all we have has been given to us as a gift. It is our responsibility to manage these precious resources effectively for the future. We are responsible for: striving for excellence, developing personal talents, material possessions, our environment, and handing on the mission of the Sisters of the Little Company of Mary.
- **Respect:** recognises the value and dignity of every person who is associated with our services. It is our responsibility to care for all with whom we come into contact with justice and compassion no matter what the circumstances, and we are prepared to stand up for what we believe and challenge behaviour which is contrary to our values.

Our Motto

“Help when you need it”

EMPLOYMENT APPLICATION FORM – SUPPORT WORKER

Please return to: Service Coordinator
Calvary Silver Circle
(Service Centre postal address)

Your personal details:

Mr / Mrs/Ms (Surname) Given names:

Address: (Suburb).....

Post code

Telephone: (...) Mobile:

Email:

Date of birth:

Eligibility for employment (Please tick one of the following)

I am an Australian Citizen

I am not an Australian Citizen. I have provided or will provide evidence of my right to work in Australia and declare that I am entitled to do so.

Have you ever been convicted of a criminal offence? Yes No

Applicants should note that employment screening will be conducted.

Current driver's license details:

Do you have a registered and reliable vehicle? Yes No

Are you fluent in English? Yes No

List any other languages spoken:

.....

Summarize any qualifications and experience relevant to this position (including personal / family related experience):

.....
.....
.....

Please indicate your current availability (which days / how many hours per week?)

Day: Number of hours

Day: Number of hours

Day: Number of hours

Day: Number of hours

Day: Number of hours

Day: Number of hours

Calvary Silver Circle makes every effort to match the worker with the appropriate clients. It is your responsibility to disclose information about any pre-existing injuries or disease, eg back problems, that could reasonably be affected by the nature of the work. Please tick the relevant boxes below:

- .. I have read the position description for Support Worker and understand the nature of the work.
- .. I understand and am willing to act in keeping with the vision and values of Calvary Silver Circle.
- .. I declare that I am not aware of any pre-existing injury or disease that may be affected by the work
- .. I declare that I have a pre-existing injury or disease. Please specify:

.....
.....

(Note: Under Section 82 (7&8) of the Accident Compensation Act 1985 failure to disclose information regarding pre existing injuries or diseases may result in the worker not being entitled to WorkCover compensation for that particular injury or disease in the event of recurrence, to aggravation, acceleration, exacerbation or deterioration of the condition.)

Referees:

Please provide the contact person, company and telephone numbers of three referees. At least ONE of these must be a WORK reference.

1

2

3.....

In case of emergency contact:

1. **Name:**
Phone:
Relationship:

2. **Name:**
Phone:
Relationship:

Where did you find out about Calvary Silver Circle?.....

Applicant's declaration:

I declare that the information I have provided is true and correct and that if I am employed I will follow all company policies and procedures. I agree to you contacting my referees, listed above.

Signed: **Date:**

OFFICE USE ONLY

Reference checks completed by: Date:

1. 2..... 3.....

POSITION DESCRIPTION - KEEP FOR YOUR INFORMATION

DS037 – SUPPORT WORKER

VISION STATEMENT

With passion and expertise, to excel in enabling people to live as they choose in the community.

FUNCTION: To provide personal care and/or home support services.

RESPONSIBLE TO: Service Co-ordinator

CRITERIA:

Commitment to:

- the company's philosophy of providing responsive, flexible and customer focused services
- the values of Little Company of Mary Health Care – hospitality, healing, stewardship & respect

To respect and respond to the individual needs and preferences of the client.

To communicate effectively with clients, significant others and the organisation.

To present in a well groomed, clean and appropriate manner.

To understand and demonstrate safe work practices and adhere to company policies and procedures

To understand and demonstrate the importance of documentation and time management in the position.

To demonstrate reliability, punctuality and trustworthiness

To have a satisfactory Police Check returned.

To have or be willing to undertake training in a Certificate III in Home & Community Services or in Aged Care- or an equivalent qualification. (The training is provided by the company)

RESPONSIBILITIES:

1. To provide care assistance to each client in accordance with the service plan and as directed by the service co-ordinator or the client services officer, on the co-ordinator's behalf. This may include home care, personal care or respite care.
2. To monitor the safety and well being of the client and report any concerns to the area service centre.
3. To maintain client confidentiality at all times.
4. To participate in training programs as required.
5. To ensure that schedules are signed on each visit by client/carer and are submitted to the office on time.
6. To record each visit and relevant information in the communication book, where applicable.
7. To know and adhere to company policies and practices.
8. To work in a safe manner and follow all occupational health and safety policies and procedures.
9. To report any health and safety hazards, incidents or near misses using the appropriate procedures
10. Other duties as directed

SPECIFIC DUTIES OF SUPPORT WORKERS

Specifically, Support Workers may be required to perform all or some of the following tasks, depending on clients' needs and the care plan which directs what each worker is to do. The frequency with which these tasks are performed will depend on hours of employment and allocated work. The physical requirements of this work may involve movements such as pushing, pulling, twisting, bending, reaching, squatting or using force to lift, carry, hold, move or restrain a client or object and may include sustaining awkward posture or repetitive actions.

Duties performed may include but are not limited to the following tasks:

Home Care or Housekeeping may include

Cleaning floors – vacuuming, sweeping, mopping, polishing

Cleaning bath, shower, vanity basin, toilet

Cleaning kitchen – wiping benches, cupboard doors, cleaning sink, washing and drying of dishes, emptying/loading dishwasher, cleaning stove top/oven/fridge

Laundry – washing personal clothing and linen/towels and hanging out clothes or in dryer, removal of dry clothes from line or dryer, folding and storing, ironing

Dusting and tidying

Making beds, changing linen

Meal preparation – cooking or preparation of meals or heating of frozen meals or meals on wheels

Shopping on behalf of client, making lists, unpacking and storing bought items

Errands such as banking, paying accounts

Personal Care may include

Assisting client with all aspects of daily living, this may involve full or partial assistance or supervision only. It may include any or all of the following:

Personal hygiene and grooming– assisting client to wash, shower or bathe encouraging client to be as independent as possible. Assisting with dressing/undressing, hair routine and dental care.

Toileting – assisting client on and off toilet/commode chair, assisting with hygiene if required. Some clients may require assistance with removal and replacement of catheter bags or incontinence aids

Medication – supervision and prompting of client to take medication as, and only if, directed by the care plan

Outings with client – transport and assist client in activities such as shopping, attending appointments, social and recreation pursuits.

Assistance with mobility – this may range from supervision and minimal support with mobility to assistance with fitting artificial limbs or manual handling of clients, including transfers using hoists or other manual handling aids.

Assistance with eating and drinking, as required and monitoring of nutrition and hydration.

Companionship and general monitoring of client.

Assistance with prescribed exercises, following specific instructions/training

Personal care assignments may also include duties listed under home care/housekeeping.

Respite Care

Provide relief when family carers are unavailable or need a break. Care may encompass all aspects of home care and personal care.

Overnight and 24 Hour Care

This service involves staying overnight in the client's home and may include any or all aspects of personal and home care.

CONDITIONS OF EMPLOYMENT AND PAYMENT

- Calvary Silver Circle employs staff under the Calvary Home Care Services Support Workers' Enterprise Agreement 2010. The agreement has the support of the Liquor, Hospitality and Miscellaneous Workers Union. Copies of the Agreement are available in the office.
- Workers will be given the choice of either
 - Ø Part time, accruing prorata paid leave entitlements
 - Ø Casual and receiving a 20% loading at each pay (and increasing to 25% as detailed in the Enterprise Agreement) in lieu of accrued paid annual leave and sick leave.
- Part time staff required to work after 8pm and before 6am Monday to Friday receive a loading of 15% on the base hourly rate.
- Work anytime for all staff on the weekends attracts a 50% loading (including any casual loading).
- On Public holidays, Part Time staff are paid for the work they would usually have performed as well as receive an additional 150% for any work they perform. Casual staff receive 170% payment (inclusive of casual loading) for any work performed.
- While hours are not guaranteed, every effort will be made to meet each worker's preference of hours.
- Travel and travel time to and from jobs or between jobs is not paid. For travel undertaken as part of the care plan, the worker will be paid 89 cents per km. An additional payment of 50/cents per job is paid for every job after the first job of the day. The petrol assistance will apply to all workers or jobs where there are not other travel arrangements in place eg remote areas using company cars. Where the support worker is required to use their own car to travel more than 25 kilometres from his/her home, or the nearest Calvary Silver Circle office, (whichever is the lesser), to the first point of service for a period of work of less than three hours duration, the worker shall be paid a transport allowance of 89 cents per kilometre for each km over 25 kms
- Staff are paid a minimum of 40 minutes for any jobs of lesser duration
- Overnight Care is an 8 hour shift where the worker does up to one hour of active service and gets a reasonable amount of sleep.
- 24 hour/live in shift - it is assumed the worker gets a reasonable amount of sleep and some non-active time through the day.
- All staff are covered for Workcover and public liability and when they have earned \$450 gross per calendar month, they will be enrolled in a superannuation plan.
- All staff are given a Staff Manual outlining the expectations of employment.
- All new staff are required to attend paid 6 hour Orientation and Occupational Health and Safety training on commencement. They are also required to attend paid Manual Handling training and Advanced First Aid training (unpaid) if they don't have a current certificate in the first 3 months of employment. The company provides this, free of charge.
- Ongoing training to attain a Certificate III is provided and is an expectation of employment.
- **Staff holding Certificate III will be paid at one level higher than their year level.**

For the CALVARY HOME CARE SERVICES SUPPORT WORKER ENTERPRISE AGREEMENT

CASUAL PAY RATE with 20% loading and increasing to 25% over 5 years (effective 30/01/2010)

| Service Type | Year | Monday to Friday | Weekend | Public Holiday |
|---------------------------------------|---------------|-------------------------|----------------|-----------------------|
| Home Care and Gardening | Year 1 | \$18.65 | \$23.31 | \$26.42 |
| | Year 2 | \$19.01 | \$23.76 | \$26.93 |
| | Year 3 | \$19.40 | \$24.26 | \$27.49 |
| | Year 4 | \$19.55 | \$24.44 | \$27.69 |
| | Year 5 | \$19.86 | \$24.83 | \$28.14 |
| | Year 6 | \$20.20 | \$25.25 | \$28.61 |
| Personal Care and Respite Care | Year 1 | \$19.34 | \$24.18 | \$27.40 |
| | Year 2 | \$19.70 | \$24.63 | \$27.91 |
| | Year 3 | \$20.10 | \$25.13 | \$28.48 |
| | Year 4 | \$20.24 | \$25.31 | \$28.68 |
| | Year 5 | \$20.57 | \$25.71 | \$29.14 |
| | Year 6 | \$20.89 | \$26.12 | \$29.60 |
| Overnight Care - 8 hour shift | Year 1 | \$77.38 | \$96.72 | \$109.62 |
| | Year 2 | \$78.82 | \$98.52 | \$111.66 |
| | Year 3 | \$80.40 | \$100.50 | \$113.90 |
| | Year 4 | \$80.98 | \$101.22 | \$114.72 |
| | Year 5 | \$82.27 | \$102.84 | \$116.55 |
| | Year 6 | \$83.57 | \$104.46 | \$118.39 |
| 24 Hour Care - Per shift | Year 1 | \$239.87 | \$299.84 | \$339.81 |
| | Year 2 | \$244.33 | \$305.42 | \$346.14 |
| | Year 3 | \$249.24 | \$311.55 | \$353.09 |
| | Year 4 | \$251.03 | \$313.79 | \$355.62 |
| | Year 5 | \$255.05 | \$318.81 | \$361.32 |
| | Year 6 | \$259.06 | \$323.82 | \$367.00 |

PART-TIME RATES OF PAY - without loading (effective 10/02/2010)

This classification allows workers to accrue paid pro rata sick leave and annual leave (including a 17.5% leave loading).

| Service Type | Year | Monday to Friday | Weekend | Public Holiday |
|---------------------------------------|---------------|-------------------------|----------------|-----------------------|
| Home Care and Gardening | Year 1 | \$15.54 | \$23.31 | \$23.31 |
| | Year 2 | \$15.84 | \$23.76 | \$23.76 |
| | Year 3 | \$16.17 | \$24.26 | \$24.26 |
| | Year 4 | \$16.29 | \$24.44 | \$24.44 |
| | Year 5 | \$16.55 | \$24.83 | \$24.83 |
| | Year 6 | \$16.83 | \$25.25 | \$25.25 |
| Personal Care and Respite Care | Year 1 | \$16.12 | \$24.18 | \$24.18 |
| | Year 2 | \$16.42 | \$24.63 | \$24.63 |
| | Year 3 | \$16.75 | \$25.13 | \$25.13 |
| | Year 4 | \$16.87 | \$25.31 | \$25.31 |
| | Year 5 | \$17.14 | \$25.71 | \$25.71 |
| | Year 6 | \$17.41 | \$26.12 | \$26.12 |
| Overnight Care - 8 hour shift | Year 1 | \$64.48 | \$96.72 | \$96.72 |
| | Year 2 | \$65.68 | \$98.52 | \$98.52 |
| | Year 3 | \$67.00 | \$100.50 | \$100.50 |
| | Year 4 | \$67.48 | \$101.22 | \$101.22 |
| | Year 5 | \$68.56 | \$102.84 | \$102.84 |
| | Year 6 | \$69.64 | \$104.46 | \$104.46 |
| 24 Hour Care - Per shift | Year 1 | \$199.89 | \$299.84 | \$299.84 |
| | Year 2 | \$203.61 | \$305.42 | \$305.42 |
| | Year 3 | \$207.70 | \$311.55 | \$311.55 |
| | Year 4 | \$209.19 | \$313.79 | \$313.79 |
| | Year 5 | \$212.54 | \$318.81 | \$318.81 |
| | Year 6 | \$215.88 | \$323.82 | \$323.82 |



Calvary Silver Circle Employee Benefits

At Commencement of your Role:

- Access to salary packaging for some staff
- Paid Police Checks
- Company provision of: Staff manuals outlining expectations and processes
- ID badge
- Essential equipment, eg. Disposable gloves, apron, safety switch
- Annual Diary
- Paid attendance at mandatory Orientation and OHS

Ongoing Support & Benefits:

- Flexible working hours
- Weekend penalty rates
- Paid attendance at Manual Handling course – annually
- Centre staff meetings after each Manual Handling session
- Provision of First Aid Certificate – fees waived – updated every 3 years
- Provision of nationally accredited training qualifications – all fees waived. The cost of a Cert III ranges from \$800-\$1000, but free to Calvary Silver Circle Employees. The company spends \$1 million per year on staff training.
- Access to Employee Assistance program – Professional Counselling Service (1300 361 008)
- 50 cents is paid to you between each of your visits (no last visit and home)
- 24 hour after hours service as personalised back up for staff and clients
- Paid Police Check renewal every 3 years
- Paid attendance at annual review
- Regular memos/newsletters and updates and news of Calvary Silver Circle activities
- Mary Potter Celebrations / activities in November each year
- End of year Christmas function
- Appreciation & recognition of staff with 5, 10 and 15 service with CSC
- Staff surveyed every 2 years on their ideas about the company – CSC have achieved very successful results in this area.