

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 Permanent staff (accruing 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.

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

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 a federal award, titled the Home and Community Care Award 2001 for all work other than specified local government work where a local Enterprise Agreement is in place. The Award is under the Australian Services Union. A number of these conditions are over award entitlements.

- Copies of the full award are available in the office. All new staff are employed on a probationary basis for the first 3 months. After 3 months, ongoing employment will be discussed at a review.
- Workers with regularly rostered work may choose to be paid as follows:
 - ⇒ Permanent Part time, accruing prorata paid leave entitlements
- Casual with a 20% loading paid at each pay in lieu of accrued paid annual leave and sick leave.

While hours are not guaranteed, every effort will be made to meet each worker's preference of hours.

For the HOME & COMMUNITY CARE AWARD

CASUAL PAY RATE with 20% loading (effective 01/08/09)

	Year/Level	Monday to Friday		Public Holiday		Weekend	
		No Cert III	Cert III	No Cert III	Cert III	No Cert III	Cert III
HOME CARE	Year 1 - Level 1	18.65	19.01	26.42	26.93	23.31	23.77
	Year 2 - Level 2	19.01	19.41	26.93	27.49	23.77	24.26
	Year 3 - Level 3	19.41	19.55	27.49	27.70	24.26	24.44
	Year 4 - Level 4	19.55	19.87	27.70	28.15	24.44	24.84
	Year 5 - Level 5	19.87	20.20	28.15	28.61	24.84	25.25
	Year 6 - Level 6	20.20	20.81	28.61	29.48	25.25	26.01
PERSONAL CARE	Year 1 - Level 1	19.34	19.71	27.41	27.92	24.18	24.63
	Year 2 - Level 2	19.71	20.10	27.92	28.48	24.63	25.13
	Year 3 - Level 3	20.10	20.25	28.48	28.69	25.13	25.32
	Year 4 - Level 4	20.25	20.57	28.69	29.14	25.32	25.71
	Year 5 - Level 5	20.57	20.89	29.14	29.60	25.71	26.12
	Year 6 - Level 6	20.89	21.50	29.60	30.47	26.12	26.89
OVERNIGHT CARE Per Shift	Year 1 - Level 1	78.95	80.25	88.49	100.37	111.84	113.75
	Year 2 - Level 2	80.29	81.11	100.37	102.20	113.75	115.83
	Year 3 - Level 3	81.76	82.54	102.20	103.73	115.83	117.57
	Year 4 - Level 4	82.99	83.64	103.73	105.57	117.57	119.65
	Year 5 - Level 5	84.46	84.78	105.57	107.41	119.65	121.73
	Year 6 - Level 6	85.92	85.97	107.41	109.24	121.73	123.81
24 HOUR CARE Per Shift	Year 1 - Level 1	181.40	184.95	256.98	262.00	226.75	231.18
	Year 2 - Level 2	184.95	188.25	262.00	266.69	231.17	235.31
	Year 3 - Level 3	188.25	192.05	266.69	272.06	235.31	240.06
	Year 4 - Level 4	192.05	196.21	272.06	277.96	245.26	245.26
	Year 5 - Level 5	196.21	200.37	277.96	283.85	250.45	250.46
	Year 6 - Level 6	200.37	204.65	283.85	289.92	250.45	255.82

PERMANENT PART-TIME RATES OF PAY - without loading (effective 01/08/09)

This classification allows workers to accrue paid pro rata sick leave and annual leave.

	Year/Level	Monday to Friday		Public Holiday		Weekend	
		No Cert III	Cert III	No Cert III	Cert III	No Cert III	Cert III
HOME CARE	Year 1 - Level 1	15.53	15.84	23.31	23.77	20.20	20.59
	Year 2 - Level 2	15.84	16.17	23.77	24.26	20.59	21.02
	Year 3 - Level 3	16.17	16.29	24.26	24.44	21.02	21.18
	Year 4 - Level 4	16.29	16.55	24.44	24.84	21.18	21.52
	Year 5 - Level 5	16.55	16.83	24.84	25.25	21.52	21.88
	Year 6 - Level 6	16.83	17.34	25.25	26.01	21.88	22.54
PERSONAL CARE	Year 1 - Level 1	16.12	16.42	24.18	24.63	20.96	21.35
	Year 2 - Level 2	16.42	16.75	24.63	25.13	21.35	21.78
	Year 3 - Level 3	16.75	16.87	25.13	25.32	21.78	21.94
	Year 4 - Level 4	16.87	17.14	25.32	25.71	21.94	22.29
	Year 5 - Level 5	17.14	17.41	25.71	26.12	22.29	22.63
	Year 6 - Level 6	17.41	17.92	26.12	26.89	22.63	23.30
OVERNIGHT CARE Per Shift	Year 1 - Level 1	65.79	66.91	85.53	86.99	98.69	100.37
	Year 2 - Level 2	66.91	68.14	86.99	88.58	100.37	102.20
	Year 3 - Level 3	68.14	69.16	88.58	89.90	102.20	103.73
	Year 4 - Level 4	69.16	70.38	89.90	91.49	103.73	105.57
	Year 5 - Level 5	70.38	71.60	91.49	93.05	105.57	107.41
	Year 6 - Level 6	71.60	72.83	93.05	94.68	107.41	109.24
24 HOUR CARE Per Shift	Year 1 - Level 1	151.16	154.11	226.75	231.17	196.51	200.36
	Year 2 - Level 2	154.11	156.88	231.17	235.31	200.36	203.94
	Year 3 - Level 3	156.88	160.04	235.31	240.06	203.93	208.05
	Year 4 - Level 4	160.04	163.51	240.06	245.26	208.05	212.56
	Year 5 - Level 5	163.51	166.97	245.26	250.46	212.56	217.07
	Year 6 - Level 6	166.97	170.54	250.46	255.82	217.07	221.71

- 30% loading is paid on weekends from midnight Friday to midnight Sunday
- 50% loading is paid for service provided on public holidays.
- 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 87 cents per km. An additional payment of 50/cents per job is paid for every job after the first job of the day
- When a job is 30 minutes only, the support worker is paid the equivalent of 40 minutes.
- Overnight Care is a **10-hour** shift where the worker does up to 3 hours 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 commence their Advanced First Aid training in the first 3 months of employment. Calvary Silver Circle provides this, free of charge. Employees attend in their own time.
- Ongoing training to attain a Certificate III is provided and is an expectation of employment.

- All staff receive a payment of 50 cents per job after the first job each day. The petrol assistance will apply to all workers or jobs where there are not other travel arrangements in place eg Victorian council work and remote areas using company cars.