

POSITION DESCRIPTION

Position	WELLBEING SUPPORT WORKER
Location	Launceston, Tasmania
Reports to	Regional Leadership Team
Direct Reports	None
Employment Type/Term	Casual (approx. 5 to 10 hours per week)
Date	March 2026

ORGANISATIONAL CONTEXT:

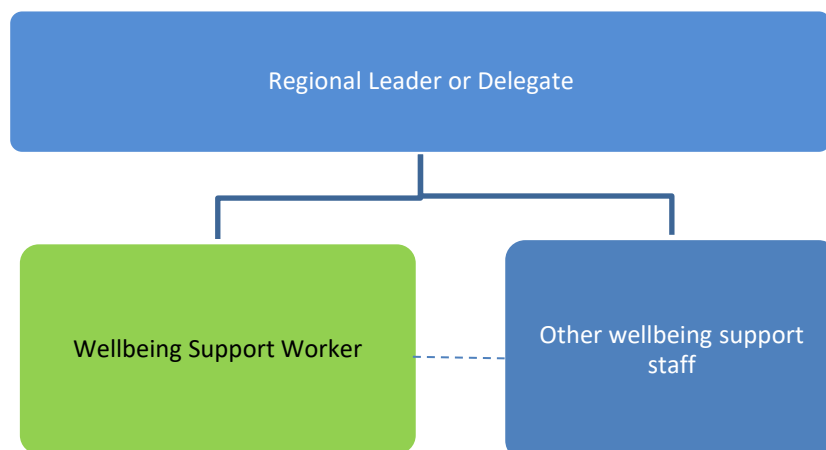
The Sisters of Saint Joseph of the Sacred Heart (SOSJ) continue God’s mission by immersing themselves in the midst of life to empower others and bring hope. Education, in its broadest sense, remains their main work. Founded in 1866, the organisation operates as a registered charity with central offices in Sydney, Regions in Australia, New Zealand, Ireland and a presence in some other countries.

The Congregation is governed by the Congregational Leader and her Leadership Team. Each region is led by a Regional Leader supported by her Leadership Team. The Congregation’s Leadership team is assisted in its administration by the Central Administration Services (CAS) Team located in North Sydney.

The local communities in Victoria and Tasmania became a Region of the Congregation in March 2013. The sisters in Tasmania were the first of the Federation Congregations to fuse with the Sisters of Saint Joseph of the Sacred Heart on March 19, 2012. Mary MacKillop was born in Victoria in 1842 and the sisters’ motivation for mission is enriched by this heritage. Julian Tenison Woods was a much-admired missionary and keen spokesperson for the environment during his years in Tasmania.

SOSJ values and respects children and is committed to the safety of children. SOSJ has a zero tolerance for child abuse or mistreatment. All employees have a responsibility to commit to a culture of safeguarding. This includes completing safeguarding induction training and possibly ongoing safeguarding training.

ORGANISATION CHART:



BASIC ROLE PURPOSE:

The purpose of the Wellbeing Support Worker is responsible for providing health, care and wellbeing support to Sisters living independently in the Launceston region. This role operates as a standalone position under general direction and works collaboratively with relevant internal and external stakeholders to ensure that appropriate, timely and quality care and support are provided to Sisters.

KEY ROLE ACCOUNTABILITIES:

In carrying out the role, the Wellbeing Support Workers is required to meet the following key accountabilities:

1.0 Ethos and Mission

- 1.1 Uphold, through word and deed, the ethos and mission of the Congregation of the Sisters of Saint Joseph.
- 1.2 Ensure work activities are in accordance with the ethos and mission of the Sisters of Saint Joseph.
- 1.3 Demonstrate a commitment to a deepening understanding of the spirit of the Congregation of the Sisters of Saint Joseph.
- 1.4 Actively support the Sisters of Saint Joseph and their Mission.
- 1.5 Establish and maintain harmonious working relationships with colleagues and Sisters in the Congregational Administration Services team and regional offices.
- 1.6 Contribute to a climate of hospitality and welcome.

2.0 Position Responsibilities

The duties of the Wellbeing Support Worker include but are not limited to:

2.1 Wellbeing Support:

- Identify and assess the care and wellbeing needs of individual Sisters to support holistic care.
- Visit Sisters living independently on a regular basis and maintain contact by phone as required.
- Provide emotional and pastoral support through regular visits, including facilitating occasional recreational outings and visits with family members.
- Accompany and advocate for Sisters at medical, allied health and specialist appointments.
- Arrange and provide transport to medical appointments, hospitals and emergency care as required.
- Ensure Sisters who require medication aids, including Webster packs, are using them effectively and appropriately.
- Follow up on medical advice, treatment plans and medication changes in liaison with pharmacies and health providers.
- Assist with, coordinate and monitor services provided under Aged Care Packages, including liaising with service providers as required.
- Act as an advocate for Sisters in interactions with health, aged care and community services.
- Monitor the general safety of Sisters' living environments, including cleanliness, clutter and general safety.
- Maintain appropriate administrative records and carry out administrative tasks from a home-based work setting.
- Support each sister at each transition stage.
- Notify the Regional Leader or her delegate of any issues.

2.2 Pastoral care:

- Ensure that each sister has the spiritual, emotional and psychological support she requests e.g., spiritual director/counsellor.
- Visit sisters on a one-on-one basis and spend quality time with them to provide emotional and pastoral support.
- Arrange and accompany sisters on recreational outings and shopping as required/requested.
- Provide sensitive support during periods of illness, grief or significant life transitions, including facilitating prayer or ritual where requested.
- Ensure sisters receive all Congregational correspondence e.g., News Updates and monthly *Bass-Link*.

3.0 Values

- 3.1 Contribute to effective communication within the Region.
- 3.2 Demonstrate loyalty to professional colleagues.
- 3.3 Maintain confidentiality of Congregational information in accordance with policy and employment contract obligations.
- 3.4 Actively demonstrate behaviours consistent with the SPIRIT values (Supportive, Positive, Inclusive, Respect, Integrity and Trust).

4.0 Quality Administration

In consultation with the Regional Leadership Team:

- 4.1 Establish and maintain performance standards for relevant administrative functions.
- 4.2 Respond to feedback on improving processes and procedures.
- 4.3 Maintain administrative accuracy and due attention to detail.

5.0 Professional Development

- 5.1 Evaluate personal and professional performance and undertake personal and professional development activities.
- 5.2 Participate in the performance review/feedback process

6.0 Work Health Safety (WHS)

- 6.1 Maintain duty of care of own health and safety and all others in the workplace.
- 6.2 Comply with workplace WHS policies, procedures and protocols.
- 6.3 Report workplace hazards and risks to employer.
- 6.4 Undertake WHS training as required.

7.0 Other

- 7.1 Engage in other duties commensurate with skills and experience and within the scope of this role.
- 7.2 Follow legal requirements and Congregational policies and procedures.

8.0 Key Performance Indicators

Function	Performance Indicators
1. Ethos and Mission	Evidence of active support for the work of the Congregation and its Mission.
2. Role responsibilities	Effective support and care provided to the sisters.
3. Customer service and teamwork	Evidence of service delivery to agreed standards and positive feedback from stakeholders received.
4. Contribution to culture and values	Evidence of effective collaborative, professional relationships and communication within team and regions.
5. Quality administration	Evidence of timely and accurate documentation and records
6. Professional development	Evidence of engagement in appropriate professional development and application to role

9.0 Qualifications, experience and competencies

- 9.1 Certificate IV in Community Services or Aged Care or equivalent and experience working in an equivalent role.
- 9.2 Demonstrated experience working with Aged Care Packages, including an understanding of care coordination and service delivery.
- 9.3 Effective interpersonal and conflict resolution skills,
- 9.4 Good organisational and time management skills, with the ability to prioritise tasks effectively.
- 9.5 A positive and caring attitude.
- 9.6 The ability to work independently with initiative, flexibility, and sound judgement.
- 9.7 An understanding of the principles of privacy and confidentiality,
- 9.8 A current and valid driver's license

Successful applicants will be required to obtain and renew a National Criminal History Check under our Compliance Check Policy.

I confirm that this position description is an accurate reflection of the responsibilities of this position:

31/03/2026

Margaret Malady rsj
Regional Leader

Date