

Job Description

Job Title: Care Worker
Ref No: OP30
Portfolio & Program: Aged Care Services, Home Care
Reporting Relationship: Manager, Home Care
Classification: Enterprise Agreement Aged Care Stream Level 3 or Level 4
Date:

Our vision is justice, respect and fullness of life for all. Our purpose is; together we change lives.

My purpose is to...

Assist older people to remain living at home, optimising their independence, supporting them to stay connected to the people and activities that matter to them.

I will make a difference when I...

Customer Service

- Act in a professional manner, providing prompt and courteous service to customers, families/carers and colleagues at all times.
- Am prepared to be flexible regarding work practices delivering care as required to meet individual needs and goals.
- Promote the rights of customers at all times (this includes the right to confidentiality, privacy, individual choice and decision making.)
- In line with Consumer Directed Care (CDC) principles, provide services in accordance with the care plan which reflect customer choice, goals, and services.
- Provide a responsive service by:
 - relating to them in a manner that enhances their dignity & self-esteem.
 - being aware of the important role relatives, friends and volunteers play within the program.
 - actively seeking customer feedback and respond appropriately.

Service Delivery and Professional Accountability

- Complete duties in a positive helpful manner as per the customer care plan, alerts and other specific instructions as provided by service coordinators/facilitators
- Use equipment e.g. lifting aids, wheelchairs etc to minimise risk of injury, in accordance with procedures and instructions.
- Observe customers, listen to them and promptly report to Manager / Service Coordinator / Facilitator any change in customer behaviour or health / well-being.
- Communicate effectively and appropriately with all people, including those with a disability that may inhibit clear communication.
- Undertake tasks energetically, positively and productively as part of a team (and with initiative and minimal supervision) to provide care that meets the needs of customers while adhering to legislative, regulatory, policy and procedural requirement.

Administration

- Complete documentation in an accurate, professional and timely manner.
- Participate and contribute to team processes e.g. participation in team meetings.
- Support Continuous Improvement initiatives.

Work Health and Safety (WH&S)

- Contribute to the positive growth of the organisation's safety culture through active participation in safety initiatives, such as proactive identification, reporting and evaluation of incidents, hazards and near miss events
- Actively participate in early intervention Injury Management processes
- Display proactive behaviours and accountability toward safety in the workplace by making every effort to ensure my own safety, and the safety of colleagues and others

- Ensure own action or lack of action does not place own safety or that of others at risk. Use prescribed personal protective equipment in accordance with procedures.

To make a difference I will...

- Embrace and integrate AnglicareSA's Vision, Purpose and Values into my role
- Support AnglicareSA's commitment to reconciliation between Aboriginal people and other Australians as outlined in our Reconciliation Action Plan. This includes, but is not limited to, the engagement and participation of Aboriginal people, and the provision of culturally competent, respectful services and system responses
- Be physically and mentally capable and report to work in a fit state to perform all duties
- Actively participate in performance reviews, performance development, training (including Work Health and Safety and fire safety) and supervision opportunities
- Have evidence of my right to work in Australia
- Maintain a National Police History Check
- Attend all rostered shifts, obtaining prior approval from my supervisor if any changes are required
- Keep up to date with accreditation standards and industry developments for best practice in aged care
- Demonstrate knowledge or a willingness to learn about the ageing process and other physiological or social processes.

- ☒ Willing to work at other sites as required ☒ Elder Abuse Reporting
☒ Shift work across a 24 hour, 7 day roster

Direct Reports: Nil

Working Relationships: Service Coordinators, Facilitators, Service Support Officers, Administration Staff and Home Care Manager

I must possess these skills and abilities...

Qualifications

- Certificate III in Individual Support / Aged Care or equivalent (Essential)
- Completed Provide First Aid Training (or willingness to obtain)

My dedication and commitment

Job holder Signature: Date:

Print Job holder Name:

General Manager, Aged Care Services Signature: 

Date: 22/10/2018