

Position description

POSITION DETAILS

POSITION TITLE	Care Service Employee
GRADE	2
OCCUPANT	Vacant
DIRECTORATE	Aged Care and Disabilities
REPORTS TO	Manager Cooee Lodge Hostel
POSITION STATUS	
HOURS PER WEEK	As per roster
NO. DIRECT REPORTS	N/A
NO. INDIRECT REPORTS	N/A
OPERATING BUDGET	N/A
CREATED	October 2023

POSITION PURPOSE

To Provide a wide range of personal care services to residents, in accordance with Commonwealth and State Legislative requirements, and in accordance with the residents care plan.

Our Vision

A vibrant region to
Live > Enjoy > Grow
that is inclusive,
resilient and
progressive

Our Values

- > Integrity
- > Leadership
- > Vision

KEY ACCOUNTABILITIES / DUTIES

OPERATIONAL RESPONSIBILITIES

- > Provide a wide range of personal care services to residents, under limited supervision, in accordance with Commonwealth and State Legislative requirements, and in accordance with the resident's Care Plan, including
 - Assist and support residents with medication utilising medication compliance aids;
 - Simple wound dressing;
 - Implementation of continence programs as identified in the Care Plan;
 - Attend to routine urinalysis, blood pressure, temperature and pulse checks;
 - Blood sugar level checks etc. and assist and support diabetic residents in the management of their insulin and diet, recognizing the signs of both Hyper and Hypo Glycaemia.
 - Recognise report and respond appropriately to changes in the condition of residents, within the skills and competence of the employee and the policies and procedures of the organisation.
 - Assist in the development and implementation of resident care plans.
 - Assist in the development and implementation of programs of activities for residents,
 - Carry out planning, cooking and preparation of the full range of meals.
- > Work with the aged care act 1997
- > Comply with aims and objectives of Council's Aged Care Facilities – Jack Towney Hostel & Cooee Lodge
- > Abide by Council's policies and procedures
- > Function in accordance with the code of professional conduct
- > Aware of individual responsibilities as a Care Service Employee in relation to the Work Health and Safety Act, Infection control regulations, fire, security and safety procedures, emergency procedures
- > Maintain confidentiality of all residents, and staff
- > Demonstrate effective communication through the established channels and line of communication
- > Undertake continuing education activities available
- > Participate in regular performance appraisal in consultation with management
- > Commitment to continuous improvement and participate in auditing programs
- > Professional obligation to attend training

STAFF TEAM RESPONSIBILITY

- > Provide services that enhance the residents' quality of life and staffs' working environment
- > Make a conscious effort to maintain expenditure and judicious use of equipment and resources within the Departments' budget
- > Ensure safe and healthy working conditions and an acceptable working environment
- > Be an effective team player and ensure that everything required within a shift is completed, refer to duty list
- > Respect each other's skill levels so each resident can benefit
- > Attend team training on specific needs of residents so full team knowledge is in place
- > Take an active role in staff meetings

- > Ensure personal outside issues/concerns remain outside of work hours so your professionalism is fully ensured and maintained
- > Address conflicts with another team staff member one to one before further pursuing organisation complaints system
- > Assist or conduct fire drills and document when required
- > Ensure new staff feel part of the team
- > Ensure a home environment is maintained both physically, emotionally, and in a private manner
- > Ensure confidentiality of other team members is respected at all times

RELATIONSHIPS

- > Work directly with support staff and Grade 3 when on duty or directly under supervisor or on/call
- > Attend staff meetings as per employment also other specific meetings arranged by the manager
- > Work with Organisation administration staff as required
- > Work and assist residents on an individual and group basis
- > Ensure residents, staff and the Organisation as a whole benefit from knowledge learnt

OTHER RESPONSIBILITIES

- > Work with Aged Care Act in all aspects of service provision
- > Commitment to ensuring all the organisation policies and procedures are abided by
- > Inform appropriate personnel of possible improvements to Organisation systems and savings in budget
- > Strictly work by the Staff Code of Practice, Staff Dress Code, Council Code of Conduct and Confidentiality agreement
- > Portray a positive and professional image at all times with clients, staff and outside persons
- > Attend required position training to develop and improve skill levels
- > To work within the facility
- > To work rostered hours in conjunction with roster and notify 4 hours prior to shift commencement if unable to attend
- > Complete all facility documentation required by the organisation in a professional manner
- > Assist as required with emergency situations
- > Take part in facility staff evaluations, competencies and performance
- > To provide information for organisational policy and procedures development to management
- > Responsible to complete and follow duty lists under the guidance of management
- > Undertake other relevant extra duties as required
- > Follow directions from management
- > Wear covered in shoes and uniform (From staff handbook)

RESPONSIBILITIES IN RELATION TO RESIDENTS

- > Provide a high standard of emotional and physical support
- > Attend meetings as required to provide information and suggestions to improve quality of service to residents
- > Run residents specific individual/group program activities as required

- > Be responsible in implementing documenting and reviewing programs
- > Assist and guide residents in a professional and positive manner in all aspects of running their own home
- > Assist and guide clients, where required, in personal care needs
- > Ensure clients individual care plans are followed and assist with health appointments as instructed
- > Complete all individual health needs including diabetes checks, catheter bag changing, dietary needs and blood pressure checks as per organisation procedures in a professional manner
- > Complete all medical request forms and follow up on medical advice as requested
- > Be responsible for assisting administering medication and signing per client medication plans and in accordance with service procedures
- > Assist residents with personal hygiene, domestic and social skills
- > Assist residents with and take part in individual and group recreation and social activities
- > To adhere to residents rights to privacy within all areas of service. If duty of care overrides privacy it is to be handled with the utmost professionalism
- > Treat clients with full respect at all times
- > Deal with client complaints and concerns promptly in line with Organisation's procedures
- > Respect residents' family members, advocates, guardians and other stakeholder' opinions and requests
- > Respect and work within residents' individual skill levels

ADMINISTRATION RESPONSIBILITIES

- > Ensure all documentation is completed at end of shift (incident forms, progress notes, accident forms, medication forms, transfer forms, resident entry forms)
- > Residents' folders are kept in order
- > New forms placed in folders when completed
- > Work within the Charitable Sector Aged and Disability Care Services (State) Award
- > Ensure office is left clean and tidy
- > All keys and pagers are signed for in the key log
- > Adhere to and work through the correct structure

PUBLIC RELATIONS

- > Display a professional and positive image when on duty – attitude, presentation and commitment to residents and fellow staff members
- > Demonstrate a full commitment to Council when dealing with community members and others when on duty
- > To report to management on any community misconception on Organisation functions

SELECTION CRITERIA

ESSENTIAL CRITERIA

- > Current First Aid Certificate or working towards
- > Experience working with and empathy towards the elderly
- > Understanding of Dementia
- > Good Communication skills both written and verbal
- > Demonstrated ability to work as part of a team

- > Demonstrated commitment to training
- > Understanding of Work Health and Safety

DESIRABLE CRITERIA

- > Understanding of and empathy with Aboriginal culture
- > Current Class C Drivers Licence
- > Ability to comply with documentation requirements
- > Certificate III in aged care or willingness to obtain

CORPORATE WIDE ACCOUNTABILITIES

WORK HEALTH AND SAFETY

All employees are responsible for the Work Health and Safety (WHS) for Gilgandra Shire Council and their duties include:

- > Complying with Council's WHS policies and procedures
- > Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others
- > Reporting any potential hazards, incidents or injuries to their Supervisor or People and Culture within 48 hours
- > Participating in any WHS consultation arrangements
- > Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace
- > Correctly using all personal protective equipment
- > Complying with emergency and evacuation procedures and site rules if applicable

SUSTAINABILITY AND TRANSFORMATIONAL CHANGE

Staff will give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability and transformational change into all decision making processes. This includes continuously increasing efficiencies, reducing resource use, sustainable procurement, maintaining service levels and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable and transformational change work practices.

CODE OF CONDUCT AND EQUAL EMPLOYMENT OPPORTUNITY

Staff will, at all times, adhere to:

- > Council's adopted Code of Conduct
- > Council's Equal Employment Opportunity and Workplace Bullying policies to adopt a fair and equitable workplace free of illegal discrimination, harassment and bullying behaviour.

ACCEPTANCE

I, _____ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work with the requirements of the position and will abide by Gilgandra Shire Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature: _____ Date: _____