



POSITION DESCRIPTION

Position Title:	Residential Care Worker
Reports To:	Residential Services Manager
Salary/Classification Level:	Helping Hand Residential & Home Care Enterprise Agreement 2014 Health Services Employees (HSE) Level 3 or Level 4
Reporting To This Position:	Nil

Purpose of the Position

The Residential Care Worker is responsible for providing high quality personal care services to meet the needs of Helping Hand residents. This includes delivery of personal care, while supporting the resident's right to choice, independence, and dignity.

Your Team

Residential Care Workers are part of a team, focused on assisting residents to maintain a high quality of life. Residential Care Workers work as part of a multi-disciplinary team that includes nurses, allied health, lifestyles and hotel services. The Residential Care Worker works under the direct supervision of Clinical Staff.

The Care Worker understands and works with a range of team members and will be required to adapt to working with different people.

Other Key Relationships

Residential Care Workers' key customers are the residents and their families. You will also work closely with clinical staff, allied health professionals, hotel services employees, lifestyle and administration staff.

Key Outcomes & Responsibilities

Provide High Quality Personal Care Services

- / Make sure the personal care delivered is based on the care plan.
- / Support the resident to live a life of choice and independence.
- / Tell others on the care team when you observe an issue, a change or an improvement that supports better or safer service delivery to the resident.
- / Contribute to the care plan development by telling other members of the care team your views and observations about the client.
- / Make sure the residents comfort and dignity is maintained and look after their personal privacy.
- / Participate in learning activity to assist you to improve your understanding of client needs and high quality service delivery.
- / Follow the directions of clinical staff.

Maintain Accurate Documentation and Records

- / Ensure effective use of the People Point system to enter client records and data.
- / Ensure that Helping Hand paperwork is accurately completed and submitted within the required timeframes. This includes, but is not limited to, employment administration forms, incident report forms and leave forms.

Participate Effectively in a Team

- / Actively participate in workplace meetings and programs, ie: safety meetings, team meetings and forums.
- / Share your experience and knowledge to improve the workplace and delivery of services.
- / Support team members by regular communication, getting to know them and offering support when required.
- / Work with and as a team to deliver the service outcomes. Talk with your team to find solutions to meet the resident needs.
- / Focus on solutions to meet resident's needs. Use your team to help find the solution, remembering that everyone's view is worthy of consideration.
- / Contribute to the induction of new staff by providing information and support as required.

Personal Development

- / Be committed to your ongoing learning.
- / Take responsibility for your learning by using your initiative to find learning opportunities.
- / Participate in Performance Appraisals that identify personal strengths and areas for personal growth.
- / Be prepared to share your skills and knowledge with others to support their learning opportunities.

Continuous Improvement in Processes and Practices

- / Let us know about improvements you think might work, and work with us to make them happen.
- / Work with others who are trying to improve the workplace and our services.

Adhere to all Helping Hand Policies and Procedures.

- / You must adhere to Helping Hand's policies, procedures and directives.
- / Understand and apply Helping Hand's Code of Conduct
- / Maintain the privacy rights of clients and their families.
- / Become familiar with Helping Hand Policies and Procedures and refer to these to understand how to get things done. Ask for help if you need it.
- / Maintain professional boundaries in your workplace relationships, especially with clients and families.
- / Make sure that you display or have at hand clear identification as an employee of Helping Hand e.g. Identification Badge
- / Adhere to Helping Hand uniform guidelines.

Look after client and Helping Hand Property.

- / Report to your supervisor or manager any loss or damage to Helping Hand equipment.
- / Reinforce to clients and family the requirement for them to safely manage valuable items.
- / Be careful and respectful of client property.
- / Only use Helping Hand equipment for its intended purpose and participate in training that provides information about this use.

Selection Criteria

Essential

- / Completed Certificate III in Individual Support (replaced Certificate III in Aged Care) or equivalent qualification or experience
- / Ability to communicate effectively with a range of people including older people, staff, volunteers and visitors, particularly in relation to care of residents
- / Good communication skills including ability to write clear and concise care notes, and complete charts and other organisational forms
- / Demonstrated organisational and time management skills, and the ability to manage workload and a range of priorities
- / Ability to relate and empathise with a diverse range of people
- / Demonstrated ability to work as part of a team

Knowledge and understanding

- / Good understanding of individualised resident-focused care

Experience

- / Multi skilled approach in supporting residents

Desirable

- / Previous experience in the Aged Care sector
- / Current First Aid certificate

Helping Hand's Code of Conduct

As a Helping Hand employee you are required to:

- / Treat others with respect, courtesy and care
- / Be trustworthy and conduct yourself ethically, with integrity, honesty and fairness
- / Value and support difference
- / Ensure the privacy and confidentiality of others is maintained at all times
- / Carry out your duties with appropriate skill and care
- / Ensure that dealings with external parties are conducted in a fair and honest manner
- / Avoid any conflict of interest and avoid showing favouritism to relatives or close friends
- / Use Helping Hand's equipment, building, information and other resources effectively and efficiently
- / Handle conflict in a professional and constructive way without discrimination
- / Abide by the policies, procedures and directives of Helping Hand

Work, Health & Safety

Arrive Safe, Work Safe and Go Home Safe.

- / Make sure you keep your safety and others safety top of mind at all times. Work safe all the time!
- / If you notice someone doing something unsafe – care enough about them to ask them to stop or find a safer way.
- / Be kind, considerate and respectful of all others – this is how they know you care!
- / Do the training we ask you to do...it's for your own and others safety.
- / If you notice something that is a potential risk or hazard to your safety or others safety – report it. Hazards – turn into accidents! Watch out for spills, things in the way of people, equipment that isn't working.
- / If you report it...be a part of the solution. We need your ideas, solutions and feedback.
- / If you need equipment to do your job safely – make sure you use it. It's there to keep you safe...so use it!
- / If equipment isn't working properly – tell everyone around you (A sign is often good!) and then tell us so we can fix it.
- / If you are involved in an incident or are injured...tell us straight away. Your supervisor will be able to help you.

Carry out other duties consistent with the purpose of the position, as directed by clinical staff or Management.