

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 choose, 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 and Responsibilities

1. Provide High Quality Personal Care Services

- / Make sure the personal care delivered is based on the care plan.
- / Support the residents 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. *This position description forms part of the contract of employment.*
- / Follow the directions of clinical staff.

2. Provide Outstanding Customer Service

- / Deliver service that is connected, personalized, considerate and caring, in line with Helping Hand's service ethos.

3. 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.

4. Participate Effectively in a Team

- / Actively participate in workplace meetings and programs, i.e.: 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 residents' 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.

5. Personal Development

- / Be committed to your ongoing learning.
- / 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.

6. 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.

7. Adhere to all Helping Hand Policies and Procedures

- / Helping Hand understands that our staff's strength lies in the care and support that they show our clients. However, successful, and ethical working relationships are based on a clear understanding of what the workers' role is – and just as importantly – what their role isn't. Appropriate relationships with clients are those which recognise that we provide services and keep a separation between personal life and work.
- / You must adhere to Helping Hand's policies, procedures, and directives. *This position description forms part of the contract of employment.*
- / 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.
- / 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.

8. 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.
- / Carry out other duties consistent with the purpose of the position, as directed by clinical staff or Management.

Selection Criteria

Essential

- / Completed Certificate 3 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 clearly and accurately,
- / Can demonstrate that they are well organised and able to prioritise their work,
- / Ability to relate and empathise with a diverse range of people,
- / Can demonstrate ability to work as part of a team,
- / Can demonstrate ability to personalise the service: identify what is important to each individual client, and include this into their daily care routine,
- / Can demonstrate ability to adapt and use a variety of ways to support individual clients according to their needs and preferences.
- / Valid NDIS Workers Screening clearance or be willing to obtain one.

Desirable

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

Customer Service, the Helping Hand Way

We deliver our service guided by our *Five Golden Standards*

- 1 We always offer choice.
- 2 We engage.
- 3 We speak clearly, politely and respectfully.
- 4 We deliver on our promises.
- 5 We make their day!

Helping Hand's Code of Conduct

Our Code of Conduct reflects *The Helping Hand Way* and expects you to act with:

Compassion

- / Demonstrate your concern for others and do everything you can to help.
- / Recognise and consider people's feelings and circumstances.
- / Treat others with respect, courtesy, care and compassion.
- / Support and value the contribution of other team members.

Respect

- / Recognise and consider people's feelings, choices and rights.
- / Maintain the privacy and confidentiality of others at all times.
- / Conduct yourself with honesty, fairness and integrity.

Excellence

- / Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
- / Take responsibility for your actions and behaviours.
- / Strive to improve the quality of services to our clients and to each other.
- / Go the extra mile in order to deliver the best outcomes.
- / Strive to create new and better ways of doing things.

Community

- / Foster connection with our clients, our teams, each other and our community.
- / Value and support difference in our community and value the contribution that difference provides to us.

Work, Health & Safety

Arrive Safe, Work Safe and Go Home Safe

- / Make sure you keep your safety and others safety top of mind. Work safe all the time!
- / If you notice someone doing something unsafe, ask them to stop or find a safer way.
- / 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 can 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.
- / If equipment isn't working properly, tell everyone around you 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.