**Reports to: Co-ordinator**

**Conditions:** JBMT Enterprise Agreement 2017

**Location:** Kalyra Belair

**POSITION SUMMARY/UNIQUE CONTRIBUTION**

Deliver personal care and social support to customers in accordance with the support plan and in a way that maintains the customer’s independence privacy and dignity.

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| Deliver personal care and social support to customers in accordance with the support plan. | * To deliver the care in accordance with policies, procedures, standards and guidelines. | * Provide high standard services that support and assist customers to achieve maximum independence by meeting daily living and personal requirements within the support plan and with consideration of individual preferences. * Perform work in a legal and ethical framework following appropriate reporting mechanisms to meet duty of care requirements * Provide appropriate support in the orientation of new employees including acting in the role of “buddy” to new employees as delegated. * Communicate effectively and work collaboratively with all personnel, customers and their families. * Participate in relevant in-service education sessions to maintain contemporary knowledge. * Complete administrative tasks, including customer record maintenance, accident/incident reporting, data entry, timesheets and employment forms, according to prescribed procedures, accreditation standards and deadlines, and legislative requirements. * Undertake all relevant mandatory training and participate in professional and personal development to improve personal performance and teamwork, as well as the care and wellbeing of customers * Comply with the organisation’s policies and procedures. * Commit to the achievement of the organisation’s Vision and practise the organisation’s Values |
| Communicate with customer stakeholders including, but not limited to, family members and appropriate health professionals. | * To advise stakeholders on matters relating to customer general wellbeing and day to day needs, referring clinical and/or support plan matters to the Coordinator or other appropriate personnel. |
|  | * To determine own work plan in accordance with care plans and visit schedules, provided client needs taken into account and effective communication with all relevant parties occurs. |
| Maintain a safe working environment. | * To direct all staff to engage in safe work practices * To cease work/activity immediately if that work is in breach of safety policies and procedures | * Maintain an up to date knowledge of, and work safely in, all aspects of Bush Fire and Safety, Manual Handling and work health and safety and injury management issues. * Take reasonable care to protect your own health and safety, and the health and safety of others who may be affected by your actions or omissions at work. * Comply with statutory and organisational requirements, procedures and rules to protect the health and safety of all people at the workplace including the utilisation of appropriate equipment, effective and timely reporting and ensuring you are not affected by alcohol or other drugs which are likely to endanger yourself or others. |

**PERSON SPECIFICATION**

**Minimum Requirements**

1. **Qualifications**

Essential: Current Police clearance and current drivers licence,

Desirable: Certificate III in Home and Community Care and/ or previous experience providing assistance to older people either in the community or residential care.

Current First Aid certificate.

1. **Special Conditions:**

Access to a registered, reliable, and insured (third party property or comprehensive) motor vehicle is essential.

In order to access the mobile worker module (scheduling and payroll system), possession of a smart phone is essential.

1. **Personal Abilities/ Aptitudes/ Skills**
   * Understanding of the ageing process.
   * Ability to identify an older person’s strengths, gifts and talents in order to empower them to retain and enhance.
   * Excellent communication and interpersonal skills including demonstrated experience interacting with a wide range of people.
   * Ability to establish and maintain professional and appropriate relationships with clients and/or their families/representatives.
   * Commitment to maintaining confidentiality.
   * Commitment to respecting the values, customs, preferences and spiritual beliefs of clients and their families/representatives.
   * Ability to comply with safe work practices and safe food handling practices.
   * Commitment to professional development and identifying opportunities for service improvement.
   * Good organisational and time management skills including the ability to establish priorities and plan work.
   * Ability to work effectively within a team environment and to work without close supervision, exercising some initiative and recognizing times when matters require referral to the appropriate supervisor.
   * Basic ability to effectively resolve conflict situations and deal with difficult people.
   * Basic problem solving skills.
   * Basic computer literacy.
2. **Knowledge**
   * Knowledge of health issues relevant to older people.
   * Importance of older people maintaining independence and control of their lives.
   * Importance of community in the lives of older people.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_