

POSITION DESCRIPTION

Community Care Worker

SERVICE STREAM	Retirement Living & Aged Care
LOCATION	Nudgee
CLASSIFICATION	Level 3 (Home Care Employee) Social, Community, Home Care & Disability Services Award 2010
REPORTING RELATIONSHIP/S	Services Coordinator

OUR PURPOSE AND VALUES

Mercy Community Services supports and inspires people in need to live healthy, connected lives within inclusive communities. Our vision is a world where people, families and communities are strong in spirit, healthy and connected.

As an organisation, we value the human dignity of every person and are committed to enhancing the quality of life and wellbeing of those who access our services. Our culture reflects the ethos of the Sisters of Mercy and promotes service, mercy, humility, diversity, transparency, open accountability, collaboration and cooperation, flexibility and adaptability, fearlessness and growth.

All our work is driven by our core values of: mercy, acceptance, excellence, dignity, empowerment and integrity.

Mercy Community Services provides services in the areas of child protection, multicultural community support, individual and family support, community and residential based aged care, and disability support.

POSITION PURPOSE

This position is responsible for providing support and home care services to clients living at home in accordance with their care plan, within the philosophy of Mercy Community Services.

KEY PERFORMANCE REQUIREMENTS

1. Mission, Vision and Values	<ul style="list-style-type: none"> Execute the duties and functions of the role within the mission and values of Mercy Community Services. Participate in mission formation programs and activities as required. The model of care is consistent with the MCS mission and values, is articulated to staff and other stakeholders and reviewed regularly.
2. Service Delivery	<ul style="list-style-type: none"> Adhere to the set schedule; discuss or negotiate changes to the schedule with the rostering coordinator. Assist clients with care requirements and services, in accordance to their assessed needs and preferences and as documented on the clients individual care plan or on the instruction of the Services Coordinator. Transport clients as requested as per the client's individual care plan. Actively monitor clients' condition and report any changes in condition or behaviour to the Community Services Manager. Contribute to case conference, care plan development and evaluation, as required. Develop required reports and workplace documentation in an accurate and timely manner. Maintain confidentiality and provide effective service to both internal and external stakeholders from culturally diverse backgrounds.
3. Documentation, Quality Systems & Continuous Improvement	<ul style="list-style-type: none"> Comply with all Mercy Community Services policy and procedures. Perform duties in accordance with organisational requirements. Produce legible and legally defensible case notes, incident reports (client and staff) and/or other documentation as required by organisational procedures and legislation.

Approved By: General Manager – Retirement Living & Aged Care

Approval Date:	Sept 2017	Implementation Date:	Sept 2017	Review Date:	Sept 2019
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KEY PERFORMANCE REQUIREMENTS

	<ul style="list-style-type: none"> • Assist with the release of personal, private or confidential information in line with the MCS Privacy Policy, privacy legislation and the relevant industry legislation and in consultation with the Rostering and Services Coordinator. • Ensure documentation is created, stored and archived in line with MCS, licencing and quality assurance requirements. • Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved. • Obtain and maintain receipts for purchases made and process these in accordance with MCS policy and procedure. • Identify improvements to policy, procedures, work instructions, other organisational systems, and the work environment. • Participate in the consultation and/or the development, implementation and review of relevant MCS policy, procedures, work instructions and other documentation, as required. • Assist with the monitoring of compliance with policy, procedures, work instructions, and other organisational and legislative requirements. • Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.
4. Work Health & Safety	<ul style="list-style-type: none"> • While at work, you must: <ul style="list-style-type: none"> ○ Take reasonable care for your own health and safety; and ○ Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and ○ Comply, so far as you are reasonably able, with any reasonable instruction that is given to you, by the PCBU (person conducting the business or undertaking) to allow the you to comply with this WHS Act; and ○ Co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to you. • Whilst conducting work activities you must: <ul style="list-style-type: none"> ○ Use or wear any equipment that is provided to you, in accordance with any information, training or reasonable instruction; and ○ Not intentionally misuse or damage equipment or PPE or remove any thing that is provided for safety such as guarding on equipment; and ○ Attend safety meetings and inductions or training and participate in the safety program; and ○ Report hazards and notify the appropriate person of any incidents and injuries as soon as you are reasonably able.
5. Other Duties	<ul style="list-style-type: none"> • Participate in staff development and team meetings. • Engage in reflective practice and participate meaningfully in regular supervision sessions within MCS guidelines. • Other duties as directed.

POSITION REQUIREMENTS

Required to have

- Experience of working alongside clients with cognitive and/or physical limitations.
- Experience in working in a self-directed environment.
- Able to interpret schedules and written instructions, and/or know how to find the information required.
- Demonstrated basic to intermediate ability to use computer IT systems including MS Word.

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POSITION DESCRIPTION

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- Have own mobile phone.
- Own vehicle and a Queensland Provisional Green or above clear Driver Licence.
- Ability to obtain positive notice in the legislatively required personal history check in line with service stream compliance requirements.

Beneficial to have

- Experience in similar role.
- Certificate III in Aged Care and/or Community Services.

KEY SELECTION CRITERIA

1.	Demonstrated excellent communication and supportive interaction skills with older members of the community.
2.	Able to assess a situation and demonstrate good decision-making and problem-solving skills, in conjunction with the Services Coordinator.
3.	Awareness of WH&S policies and practice in a community environment.
4.	Willing and able to work within a Christian context and Mercy Community Services' mission, purpose and values.

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed:

Name (*please print*):

Date:

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