
Direct Care Worker

Position description

August 2019




Northern Grampians Shire Council
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Position description

Position title	Direct Care Worker
Classification	Band 3
Department	Communities

Our organisation

Northern Grampians Shire Council values community spirit, innovation and collaboration. We have implemented Activity Based Working, operate on Google platform, and where possible we are upgrading our systems to be cloud-based. This improves efficiency and equips our employees to undertake their roles effectively whether they are working in the office or out in the community.

Position objectives

This position is responsible for providing assistance to frail aged people, people with disabilities and their carers to be more independent in their own homes and the community, thereby enhancing their quality of life.

Home care services are provided which:

- promote each client's capacity to live as independently as possible,
- take a person-centred approach to care, that promotes client's wellness and active participation in the decisions about care; and
- provides timely, flexible and targeted services that are capable of maximising each client's independence.

Key responsibility areas

- support clients to achieve and maintain wellbeing and independence as outlined in the individual support plan and in accordance with the Active Service Model.
- responsible for the direct provision of the highest possible standard of a range of home and community care services to clients as determined by their assessed support plan including:
 - assist clients with domestic assistance household/environmental tasks in relation to personal care and support
 - maintain a safe, hygienic living environment
 - undertake a range of cleaning tasks
 - provide a range of Personal Care tasks which enable the clients to maintain their desired standards of personal care and hygiene.
 - assist with bathing, sponging or showering of clients
 - assist with toileting
 - assist with mobility such as getting out of bed, dressing, transferring to a commode or wheelchair.
 - undertake a range of personal assistance/respite tasks as determined by the assessed support plan to support client independence and social support which may include:
 - assist with meal planning and preparation
 - undertake shopping, banking and correspondence as required
 - escort clients to appointments or for shopping or leisure activities
 - assist with recreational activities appropriate to client preference.
- adhered to Council policies and quality standards in the delivery of services at all times.
- provide a high level of customer service that is responsive, non judgemental and professional to clients and carers at all times.
- submit accurate and timely records of work performed using Council's electronic monitoring system
- report variations to specified tasks and timeframes in accordance with service communication and monitoring protocols.

- monitor and report changes/concerns regarding client well being and identified opportunities for enhancing client independence and social involvement.
- participate in continuous improvement and staff development processes as required by the Team Leader Aged and Disability Services.
- Perform, as directed, other duties that are within the limits of the incumbents' skill, competence and training.

Corporate responsibilities

All staff will:

- ensure that Council's Code of Conduct is adhered to at all times
- adhere to Council's OH&S, risk management, equal opportunity and risk management policies, procedures and work practices as well as act in accordance with the Charter of Human Rights.
- ensure that information about the activities and direction of the role are communicated to managers and staff within the organisation
- ensure all organisational reporting, Council and management meeting requirements are completed accurately and on time
- ensure Council's document management and customer-tracking systems are utilised and correspondence is actioned within required time frames

Organisational relationship

Reports to	Team Leader Positive Ageing
Manages	n/a
External relationships	Clients and their carers, government departments, other service providers, general practitioners, district nursing staff, and the general public.
Internal relationships	All Council staff

Accountability and extent of authority

- independently responsible for providing quality home care, personal care and respite as defined in the Aged & Disability staff manual and Council's policies and procedures
- complies with directions from the Team Leader Aged and Disability Services, Assessment and Care Coordination Officer and/or administration officers.

Judgement and decision making

- work activities are routine and clearly defined
- employee may resolve minor problems that relate to immediate work tasks
- guidance and advice is available from Team Leader Aged and Disability Services, Assessment and Care Coordination Officer and/or administration officers

Specialist skills and knowledge

- considerable experience in undertaking general domestic assistance/household duties, respite care and personal care tasks with frail people, people with disabilities and carers
- ability to perform the range of domestic assistance, respite care and personal care tasks outlined in the key responsibilities
- ability to perform services in strict accordance with service plans, quality standards and Occupational Health and Safety
- awareness and support of the philosophies of healthy ageing and the Active Service Model
- ability to use relevant equipment including vacuum cleaners, washing machines and lifting devices in a safe and competent manner
- ability to undertake repetitious, physically demanding tasks

Management skills

- ability to work without direct supervision, but within a directed framework
- ability to complete rostered work within allocated timeframes
- ability to provide accurate and timely records and verbal reports

Interpersonal skills

- good verbal and written communication skills
- ability to communicate effectively, non-judgmentally and empathically with older people, people with disabilities and their carers
- ability to report and resolve issues in consultation with the Team Leader Aged and Disability Services or Assessment and Care Coordination Officer
- ability to provide a high level of customer service.
- a high standard of personal integrity, with a commitment to client confidentiality.

Qualifications and experience

- Certificate III in Community Services (HACC) or equivalent is desirable
- Demonstrated experience in working with people who are aged or have a disability
- Current Victorian drivers licence and a reliable car with comprehensive insurance required

Selection criteria

1. Relevant qualifications or experience as specified above
2. Experience and capacity to undertake general household duties, respite care and personal care tasks, which may at times be repetitive and/or physically demanding.
3. Ability to communicate effectively, non-judgmentally and empathically with older people, people with disabilities and their carers.
4. Awareness and support of the philosophies of healthy ageing and the Active Service Model.

Conditions of employment

Conditions of employment are in accordance with the Northern Grampians Shire Council Enterprise Agreement Number 8 – 2018 and Northern Grampians Shire Council policies and procedures.

Qualifying period - All Council appointments are subject to a minimum period of employment ("qualifying period") of six months.

Driving licence – The incumbent must hold a current driver's licence which allows them to drive within Victoria.

Medical examination - Some appointments may be required to undertake a satisfactory pre-employment medical examination at Council's expense.

Working with Children Check - The incumbent must hold a current Working with Children Check.

Police Check - All appointments are subject to a satisfactory National Police Record Check.

Position subject to a current national police check to be updated every three years and assessed as suitable to work in aged care.

Competency requirements - This position will be required to maintain the following competencies:

- Level 2 First Aid & CPR
- Monitor medications
- Food handling

Workcover arrangements - As a condition of appointment to this position, the appointee must disclose pre-existing illnesses or injuries prior to employment and may be required to undertake a medical examination with a Registered Medical Doctor; failure to do this may remove the appointee’s entitlement to any future Workcover compensation.

Document review

Date Approved/reviewed	July 2019
Prepared by	Manager People and Culture
Approved by	Chief Executive Officer