

Care Service Employee, Frederic House – Health Services

Position Description

Directorate:	Vinnies Services
Reports to:	Team Leader, Clinic – Frederic House
Direct reports:	NIL
Location:	Metro region – based within the geographical region of the service package or service.
Primary position objective:	Provide quality resident care according to the assessed and monitored individual needs in conjunction with other members of the care team.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

Homelessness and Housing: this team is responsible for state-wide management of excellent homelessness and housing services.

Community Inclusion: this team is responsible for state-wide management of excellent community inclusion services, including disability services.

Health: this team is responsible for state-wide management of excellent health services.

Clinical governance: this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

Program and Service Quality: this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

Service innovation and business development: this team is responsible for service innovation and business development.

Accountabilities and responsibilities

The Care Service Employee, Frederic House will:

- Contribute the successful implementation of the Strategic Plan in their team.
- Provision of residential care as prescribed in individual resident care plans.
- Play a role in the delivery of quality care in accordance with the accreditation standards.
- Medication administration.
- Accurate documentation of care delivery.
- Liaise with CSE 1V (or designated floor supervisor).
- Liaise with resident friends and relative in a professional manner.
- Comply with relevant WHS and infection control policies and procedures.
- Input into meeting regarding staff and resident needs.
- Input into assessing, planning, implementation and evaluation of care with the registered nurses, documentation supervisor and/or documentation consultant.
- Contribute to the provision of a homely environment.
- Provision of nutrition and fluids to residents and ongoing monitoring of adequate diet and fluid intake.
- Monitor residents for changes in condition and presentation.
- Report incidents and hazards into the appropriate register and communicate to the registered nurse / shift supervisor.
- Liaise with the registered nurse re all aspects of care delivery.
- Utilise safety equipment provided, CB radio and personal protective equipment. Liaise with the registered nurse for any safety issues/concerns
- Other duties as directed by senior staff.
- Contribute to a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Respectful direct care delivery to residents.
- Documentation of care delivery.

Key working relationships

In addition to the Team Leader, Clinic – Frederic House and their direct reports, the Care Service Employee, Frederic House will foster close working relationships with:

- Team members, Health Services (Vinnies Services)

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 1) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Team performance:** (Level 1) Develop own performance and contribute to team performance.
- **Digital engagement:** (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial acumen:** (Level 1) Use the Society's resources responsibly.

Role-specific criteria

- Relevant tertiary qualification/s, or experience in the operations of Aged Care or related field.
- Ability to understand and be compliant with service policies and procedures.
- Effective written and verbal communication skills, with the ability to communicate with internal and external stakeholders and residents from a range of backgrounds and experiences.
- Ability to treat residents, including those with a range of high-level needs, with dignity and respect and remain sensitive to resident needs, and the capacity to build rapport with residents of the service.
- Able to maintain confidentiality.
- Open to feedback and accept direction.
- Ability to work as member of a team.
- Supportive attitude to colleagues.
- Demonstrated capacity to observe, identify and assess risks to safety and security from a range of sources, and to take appropriate responsive action.
- Understanding and ensuring compliance at all time with Aged Care Accreditation Standards.
- Understanding on a broad basis the aged care funding structure (ACFI).
- Comply with all Vinnies Services policies and procedure at all time.
- Meet targets/objectives set by the Service management and/or external agencies.
- Willingness to undertake further professional development to assist in service delivery to residents.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Certificate III in community Care or equivalent.
- Current First Aid certificate.
- Training and/or experience in mental health and substance abuse issues.