

ST CARTHAGE'S COMMUNITY CARE

Community Care Worker

February 2011



- 1. TITLE:** **Community Care Worker**
- 2. LEVEL:** Grade 2 Respite Services (SCHADS Award, SACS)
Grade 2 Aged Services (SCHADS Award, HCE)
- Appointment to the position at the grades listed above is subject to relevant qualifications and experience
- 3. UNIT** Aged and/or Respite Services

4. ORGANISATIONAL RELATIONSHIPS:

4.1 Responsible to: Coordinator

4.2 Internal and External Liaisons:

Internal: Care Services Advisory Board, Chief Executive Officer, Community Services Manager, Coordinators, Assistant Coordinators, Program Officers, Community Care Workers, Volunteers, Consultants, Clients, Carers and Families.

External: Government departments, community agencies, allied health professional, private industry, general community and the corporate sector

5. POSITION OBJECTIVES:

5.1 Objective of Position:

- To provide specialised support to clients across aged and/or respite services with a focus on person centred care
- To provide clients with flexible opportunities to enhance their independence and facilitate community participation
- Client advocacy
- To work within relevant program standards and guidelines
- Liaise with other St Carthage's services and external service providers and agencies in relation to the provision of services to the target group

5.2 Within Section:

To work cooperatively within the aged and respite services to deliver integrated person centred care.

5.3 Within Organisation:

To contribute to meeting the objectives of the St Carthage's Community Care strategic plan through the delivery of high quality client services

6. REQUIREMENTS OF THE POSITION

6.1 Skills	<ul style="list-style-type: none"> • Ability to deliver community care services across aged and respite programs under direction of supervisors • Ability to time manage, set work priorities, plan and organise work to achieve objectives • Ability to address issues as they arise in a crisis situation in consultation with the Coordinator • Ability to communicate effectively and build positive relationships with the relevant target group whilst maintaining a high degree of professionalism • Ability to deal with sensitive and confidential matters • Ability to promote client rights to privacy, dignity and individuality • Ability to provide input into policy development • Ability to work positively and professionally with colleagues and volunteers • Ability to be flexible and responsive to a range of situations • Ability to participate in continuous quality improvement activities to maintain a high standard of care.
6.2 Knowledge	<ul style="list-style-type: none"> • Knowledge of professional boundaries relating to service provision • Knowledge of relevant program standards and legislation • Knowledge of the issues facing the target group • Knowledge of the issues facing the target group including people from culturally and linguistically diverse backgrounds (especially Italian culture) and people from Aboriginal and Torres Strait Islander backgrounds • Understanding of Occupational Health and Safety (OH&S) and manual handling requirements
6.3 Interpersonal Skills	<ul style="list-style-type: none"> • Ability to work within the Organisations Vision and Mission Statement • Flexibility and self motivation within the work environment • Excellent communication skills (oral and written) including the ability to write concise client documentation and communicate effectively with clients • Ability to cooperate and be flexible in a team approach as well as the ability to work without direct supervision • Ability to observe and report any changes in a client's condition, or any incidents which have occurred • Participate in support and supervision
6.4 Experience	<ul style="list-style-type: none"> • Experience working with the target group on a one on one basis or in a group setting • Experience working within the community services sector • Experience in report writing
6.5 Qualifications	<ul style="list-style-type: none"> • Relevant qualifications (minimum Cert III) • Minimum 12 months experience • Current First Aid Certificate • Full NSW Drivers licence • Comprehensively insured motor vehicle

7. KEY DUTIES / RESPONSIBILITIES:

1. Treat clients, staff and volunteers with respect
2. Maintain accurate written documentation
3. Participate in client case discussions and reviews
4. Understand issues affecting the target group
5. Knowledge of food handling procedures
6. Available to work rostered shifts and respond to call outs when required
7. Work across targeted geographic areas
8. Work independently and as part of a team
9. Observe anti-discrimination laws, access and equity practice and culturally appropriate care
10. Participate in professional development
11. Advocate on issues in relation to the relevant target group and promote community awareness of their achievements in the local community
12. Maintain confidentiality
13. Provide client supervision and/or assistance in accordance with documented client care plans. This may include (but is not limited to):
 - Supervision of client transfers
 - Manual handling tasks
 - Personal care assistance:
 - shower and bathe
 - dress and undress
 - oral care
 - skin care
 - apply pressure stockings
 - basic wound care
 - Meal preparation assistance:
 - prepare food for cooking
 - cook meals
 - Domestic assistance:
 - mop
 - vacuum
 - sweep
 - clean bathroom and toilet
 - change bed linen
 - use washing machines and dryers
 - hang and remove items on/from washing line
 - fold and iron clothing and other items
 - Shopping:
 - push a trolley
 - lift and carry groceries
 - Transport
 - lift walking aids in and out of a vehicle (walkers and wheel chairs)
 - push a wheelchair
 - drive a vehicle
 - Socialisation:
 - facilitate individual or group social activities in the community
 - Medication supervision and/or assistance with administration from a Webster Pack

Strategic Directions

- Provide input into the development of organisational strategic and business plans
- Provide input into draft reports and briefing papers (including Board Reports) as required by the Coordinator
- Participate in Work Groups / Committees identified in the strategic plan and as directed by the Coordinator

Staff Management and Supervision

- Attend and participate in relevant team, work group, staff meetings and professional development activities
- Participate in performance reviews in accordance with the Organisation's policies and procedures

Partnerships and Networks

- Represent St Carthage's Community Care in a professional manner at approved functions, meetings, seminars, etc

Data Collection

- Collect and collate and provide relevant statistics as requested by the Coordinator

General

- Be aware of, and ensure that OH&S policy, procedures and guidelines are fully complied with
- Keep up to date with legislation and regulations
- Be available to work various days and hours including weekends, sleepovers, mornings and afternoons in clients' homes and/or in the community
- Perform other reasonable duties and responsibilities within the capabilities of the position as requested by the Coordinator

8. EXTENT OF AUTHORITY:

- Exercise initiative in service delivery
- Work without direct supervision and as part of a team

9. SELECTION CRITERIA:

Essential:

1. Relevant qualifications and experience working with the target group on a one on one basis or in a group setting
2. Experience in priority setting, planning and organising work
3. Ability to resolve conflict and deal with sensitive and confidential matters
4. Well developed interpersonal, written and verbal communication skills
5. Experience working in a team environment
6. Understanding of Occupational Health and Safety and manual handling requirements
7. Current First Aid Certificate
8. Current NSW Drivers licence

Desirable:

1. Certificate in 'Provide Physical Assistance with Medication Administration' or a willingness to obtain the Certificate within the first three months of employment.
2. Relevant qualifications and interest in activities for healthy ageing Example : Tai Chi, gentle exercise, Hydrotherapy, Massage.
3. Comprehensively insured motor vehicle

A Criminal Record Check Clearance is a condition of employment

Approved by: _____

Accepted: _____ **Date:** _____