**Staff Position Description**

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| **Instruction for Managers** |  | **Instruction for Staff** |
| 1. Give a copy of Position Description with letter of offer.2. Copy signed Position Description for the Staff Member.3. Update the Staff File Manager.4. Place the signed copy on the staff file. |  | 1. Read the Position Description carefully.2. Ask if you need any information clarified.3. Keep a copy for you to use at work.4. This may change with the Business. 5. Keep the Manager informed if changes occur. |

**Position Title: Care Service Employee G2 – Complete Care**

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| **Award Classification** | Grade 2 |
| **Remuneration** | As per EA salary structure  |
| **Reporting to** | Complete Care Manager  |
| **Liaises with internally** | All Finley Regional Care StaffComplete Care Consumers / ClientsMedical Professionals |
| **Liaises with externally** | Family Members / AdvocatesService ProvidersConsultantsGeneral Public |
| **Purpose of the Position** |

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| The Care Service Employee (CSE) – Complete Care contributes to the delivery of person centred care in the community, supporting older people, people with a disability, their carers and families to maintain their dignity, freedom, independence and privacy. |

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| **Essential Criteria** | * Certificate III Individual Support – Ageing (minimum) or equivalent
* Medication Competency
* Compassion and empathy in working with the aged persons
* Understanding of the ageing process and care for aged persons
* Ability to work as part of a multi skilled team
* Previous personal care experience in the aged care industry
* High level of written and verbal communication skills
* Demonstrated knowledge of Workplace Health and Safety issues
* Commitment to workplace equality issues
* Computer literate
* Current driver’s license
* Current First Aid Certificate
* Current Aged and Vulnerable Persons National Criminal Record Check
* Food Safety Training
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| **Desirable Criteria** | * Knowledge of Aged Care Quality Standards
* Commitment to CPD – Continuing Professional Development
* Basic Life Saving Skills - annually
* Previous experience in domestic duties
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| **Organisational Change Management** | Supports and assists with development and implementation of change |
| **Behaviours Required** | 1. Teamwork / Professionalism2. Client / Community Focused3. Solutions driven4. Innovative5. Honesty, Respectful, Caring, Empathetic and Integral |

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| **Key** **Performance Indicators****Key****Performance Indicators** | Consumers’ Rights  | Provide care and services to all consumers that is consistent with the Charter of Aged Care Rights at all times |
| Finley Regional Care Vision and Mission Statements | * Provide care and services that are 100% aligned to the Vision and Mission Statements of Finley Regional Care
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| Care and Domestic Services Delivery | * Support the development, evaluation and implementation of individualised care plans for 100% of Care Recipients
* Ensure all delivery services are adhering to all of the organisations policies and procedures 100% of the time
* Recognise, report and respond appropriately to changes in the health of Care Recipients in compliance with all policies and procedures 100% of the time
* Under supervision ensure that the needs of the client, both internal and external, receive the highest priority and that the objective is to exceed the customer’s expectations
* Complete the Duty / Task list as per the care plan, meeting the preferences and needs of the client within the allocated time
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| Accreditation | * Support Aged Care Quality Standards and Accreditation Agency processes as required 100% of the time
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| Communication | * Develop and maintain professional relationships with Care Recipients, their families and visitors, contractors and other health professionals and staff ensuring 100% satisfaction in services is maintained
* Attend and actively participate in a positive manner for team activities and meetings
* Ensure all documentation and/or verbal communication provided is accurate and delivered with set deadlines and presented in a professional manner
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| Quality and Continuous Improvement | * Ensure 100% of required qualifications, registrations and accreditations are maintained and updated
* Adhere to accreditation standards 100% of the time.
* Actively be involved in assisting and implementing accreditation standards and improvements 100% of the time.
* Completion of the Moving on Audits as required 100% of the time in the time frame given/required
* Provide accurate and timely feedback in regards to suggestions and/or complaints for improvement to the Team Leader within 24 hours of receiving such information
* Attend 100% of the organisations mandatory training programs
* Seek feedback from clients in regard to areas of improvement of services to be acted on daily
* Commit to and drive self-development and ongoing education
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| Professionalism | * Ensure all Care Recipient and family personal information is kept 100% confidential
* Maintain clear lines of communication with colleagues, other health professionals, contractors and Care Recipients 100% of the time
* Comply 100% with the organisations policies & procedures
* Support and assist with implementation of organisation change management
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| Workplace Health & Safety | Contribute to and maintain the positive safe workplace by:* Attending 100% of WH&S in-service lectures
* Maintaining competencies in regard to emergency situations 100%
* Ensure that all reasonable steps are taken to protect personal safety at work 100% of the time and safety of clients
* Follow correct manual handling procedures 100% of the time
* Use of PPE appropriately
* Infection Control procedures
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| **Tasks and Responsibilities** | For the Workplace | * Demonstrate an understanding and commitment to Policies, Equal Employment Opportunity, Affirmative Action, Anti-discrimination and a Harassment Free Workplace
* Adhere to human resources policies including anti-discrimination, harassment and victimisation policies
* Adhere to workplace health and safety policies and proactively contribute in maintaining a safe and clean work environment
* Display a positive attitude and be an active member of the team
* Effectively demonstrate an understanding that every person who has access to any information concerning Care Recipients or staff at the service must observe the protocols on privacy, dignity and confidentiality. Details about Care Recipients or co-workers must not be given out without the prior consent of the person concerned or another proper authority. Breach of confidentiality is a disciplinary offence
* Follow direction provided by senior members of the team, where authorised
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| **Tasks and Responsibilities****Tasks and Responsibilities** | For the JobFor the Job | * Provide a wide range of personal care services to clients in accordance with Commonwealth and State Legislative requirements and in accordance with the client’s care plan including but not limited to:
* Providing accountable, outcome based personal care in line with care plan outcomes and policies and procedures;
* Assist the Care Recipients to meet their daily living needs and preferences including nourishment, personal hygiene and other support within the plan of care and own skills base;
* Maintain professional standards of documentation encompassing clinical and legal requirements;
* Assist in the development of client assessment and care plan review which identifies individual needs, preferences and problems;
* Effectively implement individualized care plans; and
* Establish and maintain effective and professional relationships with colleagues, Care Recipients and their families, visitors and visiting health professionals
* Attend to the personal needs of Care Recipients including but not limited to:
* Showering / bathing;
* Toileting;
* Skin care and pressure sore area prevention;
* Shaving and grooming;
* Oral hygiene;
* Transferring / mobility;
* Fitting of aids/appliances;
* Ordering of meals and supplies;
* Assisting with meals;
* Assist with exercise programs;
* Assisting with dressing;
* Wound care: and
* Medication management
* Attend to the domestic duties of clients including but not limited to:
* General cleaning of residence;
* Assistance in the preparation of food, including cooking and or preparation of light refreshments;
* Laundry duties as required;
* General tidying and hazard minimisation;
* Assistance with shopping, appointments, spiritual engagements;
* Garbage collection and disposal; and
* Escort and or transportation of clients as needed.
* Provision of comprehensive handovers to staff at the change of each shift, and case conferences / team meetings
* Maintain own record of training
* Other tasks and duties as directed by the Team Leader / RN
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I hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of Finley Regional Care.

I agree that I will provide care and services to all consumers that is 100% consistent with the Charter of Aged Care Rights.

I also agree that I will provide care and services that is 100% aligned to the Vision and Mission Statements of Finley Regional Care.

Name Date

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_