



BCD Community Care
Date of last amendment : 14/10/2020

Care Worker

Care Workers maintain and enhance the physical, cultural, emotional and social well being and independence of people with disabilities, older people and their carer's and families. Care Workers provide care to customers who are engaged with the National Disability Insurance Scheme (NDIS), My Aged Care or other relevant services. This care may include

- Practical support and assistance with domestic assistance
- Personal care
- Respite care
- Community access

BCD services are provided with a Person Centered / Directed Care approach which promotes each customer's capacity to live as independently as possible, and that ensures active participation in the decisions about the care and services provided. BCD Care Workers provide professional, reliable and kind services that maximize each customer's ability to achieve their health and wellness goals.

Performance indicators

S.no	Performance indicator	Measurement of performance indicator	Assessment period
1	Teamwork	Measured through participation in training, supervision and worker forums and feedback from the Care Central Team.	12 months
2	Customer Service	Customer and family feedback is reflective of a positive experience with BCD. Create genuine rapport with appropriate boundaries.	12 months
3	Quality Services	All activities comply with NDIS and Aged Care Quality Service Standards. BCD Policies and Procedures are acknowledged and adhered to.	12 months
4	Reporting	Shift notes are completed consistently to the required standards. Report changes in customer conditions / environment immediately.	12 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
5	WHS & Risk Management	Take responsibility for self and customers safety at all times. Report risk and WHS incidents as per policy & procedures.	12 months
6	Ethical Standards	Abide by BCD's Code of Conduct at all times and report any inappropriate conduct.	12 months
7	Personal Development	Take responsibility for own personal and professional development include updating of licenses and registrations.	12 months

Other roles and responsibilities

Customer Service

Support customers to achieve and maintain well being and independence as outlined in the individual service plan and be responsible for the direct provision of the highest possible standard of a range of Home & Community Care Services including:

1. Assist customers with household/environmental tasks

- Maintain a safe, hygienic living environment
- Undertake a range of cleaning tasks

2. 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

3. Undertake a range of personal assistance/respite tasks as determined by the Service Plan to support independence and social support which may include:

- Assist with meal planning and preparation
- Undertake shopping, personal errands
- Escort to appointments or for shopping or leisure activities
- Assist with recreational activities appropriate to customer preference.

Provide customer service that is responsive, non judgmental and professional at all times.

Communicate sensitively and appropriately with, and understand the needs of people with a disability or older people and their carers from a diverse range of socio-economic and ethnic backgrounds.

Observe and promote customer choice, independence, dignity, privacy, fulfillment and other rights

Medication Monitoring & Infection Control

If required, and in accordance with instructions in the Support Plan, Care Workers may monitor customers taking their medication. Medication may not be dispensed by a BCD Care Worker without approval and appropriate training.

Ensure appropriate use of Personal Protective Equipment (PPE) and all infection control procedures to ensure clean and safe environment.

Ensure you always have appropriate supplies of PPE and use as per specific instructions.
Complete training as required for Medication Mgmt and Infection Control.

Feedback and Complaints

Follow the process of Open Disclosure to attempt to resolve any customer issues or complaints. Respond to in a timely manner and escalate as required.

Risk Management

Understand high prevalence risks and work with the customer and other supports to understand how to mitigate these

Observe and report any changes in the customers's health, behaviour, needs or circumstances immediately by following the Risk Alert procedures. Escalate as required.

Quality Service Standards

BCD requires Care Workers with a commitment to the principles of quality care and continuous improvement. This includes understand of and adherence to:

- National Standards for Disability Services
- Aged Care Quality Standards
- WHS legislation
- Australian Human Rights Commission Act

Workplace Health and Safety

Observe all health & safety rules and take reasonable care to promote health and safety of self and all others. Raise any concerns as per policy and procedures.

Technology

Have access to a reliable smart phone for service and safety.

Use technology solutions to access customer details, rosters, reporting functions and to support provide integrated care such as tele-health.

You may also need to perform other reasonable duties which are not listed in this position description from time to time to meet customer or operational needs.

Previous experience

- Demonstrated past experience in working with people with disability, vulnerable, aging and their carers.
- Demonstrated ability to work independently and report accurately
- Excellent verbal and written communication skills including the demonstrated ability to communicate with service users and their carers, staff and range of service providers.
- Proven experience in providing quality services that assists people to maintain their independence, dignity, cultural values and religious beliefs.
- Flexibility to work various shifts, including evenings and weekends.
- Ability and willingness to work in a diverse range of settings including but not limited to, a person's home and other community settings.
- Reliable motor vehicle (including valid registration and full comprehensive third party insurance).

- Second language skills will be highly regarded.
- An understanding of safe work practices, proven experience in the use of appropriate manual handling techniques

Education

Minimum qualifications include

Certificate III in Disability Work / Individual Supports / Aged Care or equivalent experience

National Police Check clearance

Current Working with Children Check

Current Level First Aid Certification

Desired Qualifications

Assistant in Nursing

Certificate IV