

Care Worker (Home Care) Position Description



Purpose of position:

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:

- Personal care
- Respite care
- Social support
- Practical support and assistance with domestic duties

BCDs services are provided with a Person Centred / 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.

Reporting, Credentials & Award Classification

Reporting to	Team Leader	Direct Reports	No
Is this a Risk assessed position	Yes	Current First Aid and CPR	Yes
Working with Children Check	Yes	Current NSW Drivers Licence	Yes
NDIS Worker Screen	Yes	Minimum Qualifications	N/A
SCHADS Award classification	<i>Home Care</i>		

Key Performance Indicators

1	Customer Service	Customer feedback is reflective of a positive experience with BCD. Create genuine rapport with appropriate boundaries
2	Teamwork	Measured through participation in training, supervision and worker forums and feedback from the Care Central Team.
3	Quality Services	All activities comply with NDIS and Aged Care Quality Service Standards. BCD Policies and Procedures are acknowledged and adhered to.
4	Reporting	Shift notes are completed consistently to the required standards. Report changes in customer conditions / environment immediately.
5	WHS & Risk Management	Take responsibility for self and customers safety at all times. Report risk and WHS incidents as per policy & procedures.
6	Ethical Standards	Abide by BCD's Code of Conduct at all times and report any inappropriate conduct.
7	Personal Development	Take responsibility for own personal and professional development include updating of licenses and registrations.

KEY 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 Care Services including:

1. Assist customers with household/environmental tasks
 - a. Maintain a safe, hygienic living environment
 - b. 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 including:
 - a. Assist with bathing, sponging or showering of clients
 - b. Assist with toileting
 - c. Assist with mobility such as getting out of bed, dressing, transferring

3. Undertake a range of personal assistance/respice tasks as determined by the Care Plan to support independence and social support which may include:
 - a. Assist with meal planning and preparation
 - b. Undertake shopping, personal errands
 - c. Escort to appointments or for shopping or leisure activities
 - d. 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.

Promote customer choice, independence, dignity, privacy, fulfillment and other rights

Medication Monitoring & Infection Control

If required, and in accordance with instructions in the Care 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 customers and other supports to understand how to mitigate these

Observe and report any changes in the customer'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:

- a. National Standards for Disability Services
- b. Aged Care Quality Standards
- c. WHS legislation
- d. 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.

EXPERIENCE AND SKILLS

- Understanding of and commitment to Person Centred Practises.
- Experience supporting 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
- 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.
- An understanding of safe work practices, proven experience in the use of appropriate manual handling techniques
- Ability to work positively in a small team environment and independently within a customer's home environment.

QUALIFICATIONS & OTHER REQUIREMENTS

- Minimum qualifications include Certificate III in Disability Work / Individual Supports / Aged Care or equivalent experience
- Desired qualifications include Assistant in Nursing or Certificate IV in related field
- Reliable motor vehicle (including valid registration and full comprehensive insurance)
- Second language skills will be highly regarded.