

Chinese Community Social Services Centre Inc.

(ABN 95 428 365 701)

HOME CARE PACKAGES PROGRAM HOME CARE WORKER (HCW) POSITION DESCRIPTION

At Chinese Community Social Services Centre Inc. (CCSSCI), we are committed to the provision of high quality care for ageing members of the Chinese-Victorian community. We achieve our mission by attracting and retaining the best staff.

CCSSCI has Home Care Packages in the Eastern Metropolitan Region (EMR), the Northern Metropolitan Region (NMR), the Southern Metropolitan Region (SMR) and the Western Metropolitan Region (WMR).

Responsible to: Case Manager and/or Senior Case Manager

Responsible for: The provision of assistance with direct care support to the consumer such as personal care, domestic support and respite support.

Position Context and Objectives:

The objectives of the Home Care Packages Program (HCPP) are:

- to assist people to remain living at home for as long as possible; and
- to enable consumers to have choice and flexibility in the way that care and support is provided at home.

The purpose of the role is to:

- Ensure effective provision of services to consumers to meet their needs
 - Ensure that services are delivered in an appropriate, caring and respectful manner.
 - Ensure compliance with quality and risk management accountability requirements and reporting processes in accordance with funding requirements and CCSSCI policy.
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Environment

This position will be working within the home environment of the consumer being supported and will involve travel to and from the consumers' homes as required. Flexible working hours are required.

KEY RESPONSIBILITIES AND DUTIES:

1. Provision of Individualised and Personalised Care

- 1.1 Provide home care to consumers in accordance to the consumers' care plan.
- 1.2 Provide home care including:
 - a) general housekeeping including duties such as assisting with meal planning and preparation, house cleaning and tidying up, laundering and shopping.
 - b) personal care such as assisting with bathing, sponging or showering of consumers, assisting with toileting, assisting with mobility such as getting out of bed, dressing, transferring to a commode or wheelchair.
- 1.3 Transport consumers to appointments and activities.
- 1.4 Assist with exercises, physiotherapy and other medical or allied health treatment plans.
- 1.5 Banking and paying bills in accordance with consumer and/or their primary carers' request.
- 1.6 Provide respite care as required.
- 1.7 Provide feedback to Case Manager and other health professionals as required.
- 1.8 Make acute use of the senses in assessing health care needs such as hearing and visual to look for symptoms of illness.
- 1.9 Maintain the dignity, integrity, rights and confidentiality of consumers.
- 1.10 To carry out other duties as directed by the Case Managers, Senior Case Managers and/or Program Manager.

2. Teamwork

- 2.1 Work as a member of CCSSCI's team and carry out your duties in a manner that reflects the mission and values of CCSSCI.
- 2.2 Actively contribute to the establishment and maintenance of constructive relationships within the team.
- 2.3 Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others.
- 2.4 Regularly attend and participate in staff meetings and ensure meeting minutes, memorandums and information are read and acted upon.

3. Continuous Improvement/Quality Management

- 3.1 Contribute to the success of CCSSCI as a leading aged care and welfare service provider among the Chinese community.
- 3.2 Ensure compliance with CCSSCI's policies and procedures.
- 3.3 Support a culture of performance improvement and evaluation.
- 3.4 Ensure that legislative requirements regarding various aspects of the HCPP services are complied with at all times.

4. Communication

- 4.1 Follow roster as outlined and notify case manager with roster queries or changes.

5. Occupational Health and Safety

- 5.1 Adhere to Occupational Health and Safety regulations, policies and procedures.
- 5.2 Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and consumers.
- 5.3 Demonstrate awareness of OH&S law and safe manual handling as relevant to position.

- 5.4 In the event of accidents or incidents that involve staff, consumers or volunteers, accurately complete incident forms as may be required and report to the Case Manager.
- 5.5 In the event of hazard identification, complete relevant form and report to Case Manager.
- 5.6 Administer interventions and treatments that prevent discomfort to the consumer.
- 5.7 Apply industry standard infection control guidelines and practices.
- 5.8 Ensure all medications, treatments and activities are completed safely to ensure the safety of all consumers, families, the community and self.
- 5.9 Immediate reporting to Case Manager of notifiable issues e.g. elder abuse, key risks to the organisation.
- 5.10 Demonstrate an understanding of own role and responsibility in the event of fire and/or other emergency including the ability to evacuate self and persons as appropriate.
- 5.11 Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturer's instructions and organisational guidelines, and reports any breakdown or requirements to Case Manager.
- 5.12 Participate in training and education sessions regarding occupational health and safety.

6. Professional Responsibilities

- 6.1 Consistently exercise appropriate professional judgment in all decisions made that are related to the safety and wellbeing of consumers and staff, the daily operation of the HCP program and the reputation and interests of the organisation.
 - 6.2 Maintain abreast of current practice and trends in quality management systems as they relate to the provision of aged care services.
 - 6.3 Recognise the need for, and actively participate in continuing education and development.
 - 6.4 Assist in the development of organisation and a positive attitude to consumer participation across the organisation.
 - 6.5 Comply with all Privacy Legislation requirements and CCSSCI confidentiality policy when communicating any and all information pertaining to consumers, staff and the operations of CCSSCI.
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KEY SELECTION CRITERIA

To competently perform in this position, the person should possess the following knowledge, skills and experience:

Essential

- Certificate III Community Services (Aged Care) and/or Home and Community Care.
- Current First Aid Certificate
- Current CPR Certificate.
- Be able to speak fluent Cantonese and/or Mandarin, and to communicate and read simple English.
- Demonstrated strong commitment to excellence and quality in the provision of aged care services.
- Well-developed problem solving skills.
- Ability to complete documentation to meet quality assurance and funding requirements.
- Demonstrated ability to document concisely and effectively in consumer's communication book of issues concerned.
- Demonstrated ability to solve problems and contribute to continuous improvement.
- Commitment to, and willingness to participate in, continuing training and education related to area of employment.
- Ability to work independently without close supervision and to work effectively, respectfully and collegially in team environment.
- Ability to establish and sustain rapport with ageing individuals and their family while maintaining a professional non-intrusive approach.
- Ability to use initiative, to adapt to change, and to be flexible in the approach to providing services.
- Highly developed interpersonal skills and ability to work with consumers of differing backgrounds whilst maintaining role and professional boundaries.
- Proven ability to work both independently and to participate as an effective team member.
- Current satisfactory police check.
- Current drivers licence.
- Reliable motor vehicle (including valid registration and insurance).
- Mobile phone available to be used for job use.

Desired

- Basic food handling certificate, dementia or OH&S Training.
 - Medication endorsement/competency/qualification.
 - Previous experience in the application of quality assurance and or continuous improvement systems.
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