

GILGANDRA SHIRE COUNCIL  
**POSITION DESCRIPTION**

**POSITION DETAILS:**

<b>Position:</b>	Care Service Employee Grade 2
<b>Award:</b>	Local Government Aged, Disability & Home Care (State) Award
<b>Approved By:</b>	General Manager
<b>Location:</b>	Cooee Lodge Aged Care Facility and/or Jack Towney Hostel
<b>Report to:</b>	Hostel Supervisor
<b>Supervises:</b>	Clients overall day-to-day needs and well being
<b>Reviewed:</b>	24 August 2015

**SELECTION CRITERIA**

**Essential:**

- Current First Aid Certificate or working towards
- Experience working with and empathy towards the elderly
- Understanding of dementia
- Good communication skills both written and verbal
- Demonstrated ability to work as part of a team
- Demonstrated commitment to training
- Understanding of Work Health and Safety

**Desirable:**

- Understanding of and empathy with Aboriginal culture
- Current Class C Drivers Licence
- Ability to comply with documentation requirements
- Certificate III in Aged Care or a willingness to obtain

**TYPICAL DUTIES:**

- Provide a wide range of personal care services to residents, under limited supervision, in accordance with Commonwealth and State Legislative requirements, and in accordance with the resident's Care Plan, including:--
  - Assist and support residents with medication utilising medication compliance aids;
  - Simple wound dressing;
  - Implementation of continence programs as identified in the Care Plan;
  - Attend to routine urinalysis, blood pressure, temperature and pulse checks;
  - Blood sugar level checks etc and assist and support diabetic residents in the management of their insulin and diet, recognising the signs of both Hyper and Hypo Glycaemia.
  - Recognise report and respond appropriately to changes in the condition of residents, within the skills and competence of the employee and the policies and procedures of the organisation.
  - Assist in the development and implementation of resident care plans. Assist in the development and implementation of programs of activities for residents,
  - Carry out the planning, cooking and preparation of the full range of meals.

**AND RESPONSIBILITIES:**

- Work with the Aged Care Act 1997
- Comply with aims and objectives of Council's Aged Care Facilities - Jack Towney Hostel & Cooee Lodge
- Abide by Council's policies and procedures

- Function in accordance with the code of professional conduct
- Aware of individual responsibilities as a Care Service Employee in relation to the Work Health and Safety Act, infection control regulations, fire, security and safety procedures, emergency procedures
- Maintain confidentiality of all residents, and staff
- Demonstrate effective communication through established channels and line of communication
- Undertake continuing education activities available
- Participate in regular performance appraisal in consultation with management
- Commitment to continuous improvement and participate in auditing programs
- Professional obligation to attend training

#### **STAFF TEAM RESPONSIBILITY:**

- Provide services that enhance the residents' quality of life and staffs' working environment
- Make a conscious effort to maintain expenditure and judicious use of equipment and resources within the Departments' budget
- Ensure safe and health working conditions and an acceptable working environment
- Be an effective team player and ensure that everything required within a shift is completed, refer to duty list
- Respect each other's skill levels so each resident can benefit
- Attend team training on specific needs of residents so full team knowledge is in place
- Take an active role in staff meetings
- Ensure personal outside issues/concerns remain outside of work hours so professionalism is fully ensured and maintained
- Address conflicts with another team staff member one to one before further pursuing organization complaints system
- Assist or conduct Fire Drills and document when required
- Ensure new staff feel part of a team
- Ensure a home environment is maintained both physically emotionally and in a private manner
- Ensure confidentiality of other team members is respected at all times

#### **RELATIONSHIPS:**

- Work directly with support staff and Grade 3 when on duty or directly under supervisor or on/call
- Attend staff meetings and as per employment also other specific meetings arranged by the Manager
- Work with Organisation administration staff as required
- Work and assist residents on an individual and group basis
- Ensure residents, staff and the Organisation as a whole benefit from knowledge learnt

#### **OTHER RESPONSIBILITIES:**

- Work within the Aged Care Act in all aspects of service provision
- Commitment to ensuring all the organization Policies and Procedures are abided by
- Inform appropriate personnel of possible improvements to organization systems and savings in budget
- Strictly work by the Staff Code of Practice, Staff Dress Code, Council Code of Conduct and Confidentiality agreement
- Portray a positive and professional image at all times with clients, staff and outside persons
- Attend required position training to develop and improve skill levels
- To work within the facility

- To work rostered hours in conjunction with roster and notify 4 hours prior to shift commencement if unable to attend
- Complete all facility documentation required by the Organisation in a professional manner
- Assist as required with emergency situations
- Take part in the facility staff evaluations, competencies and performance
- To provide information for organisation policy and procedure development to management
- Responsible to complete and follow duty lists under the guidance of Management
- Undertake other relevant extra duties as required
- Follow directions from Management
- Wear covered in shoes and uniform (from staff handbook)

### **RESPONSIBILITIES IN RELATION TO RESIDENTS:**

- Provide a high standard of emotional and physical support
- Attend meetings as required to provide information and suggestions to improve quality of service to residents
- Run residents specific individual/group program activities as required
- Be responsible in implementing documenting and reviewing program
- Assist and guide residents in a professional and positive manner in all aspects of running their own home
- Assist and guide Clients, where required, in personal care needs
- Ensure clients individual and care plans are followed and assist with health appointments as instructed
- Complete all individual health needs including diabetes checks, catheter bag changing, dietary needs and blood pressure checks as per organisation procedures in a professional manner (See typical duties)
- Complete all medical request forms and follow up on medical advice as requested
- Be responsible for assisting administering medication and signing as per client medication plans in accordance with service procedures
- Assist residents with personal hygiene, domestic and social skills
- Assist residents with and take part in individual and group recreation and social activities
- To adhere to residents rights to privacy within all areas of service. If duty of care overrides privacy it is to be handled with the utmost professionalism
- Treat clients with full respect at all times
- Deal with client complaints and concerns promptly in line with Organisation's procedures
- Respect residents family members, advocates, guardians and other stakeholders' opinions and requests
- Respect and work within residents individual skills levels

### **ADMINISTRATION RESPONSIBILITIES:**

- Ensure all documentation is completed at end of shift (incident forms, progress notes, accident forms, medication forms, transfer forms, residents entry forms)
- Residents folders are kept in order
- New forms placed in folders when completed
- Work within the Charitable Sector Aged and Disability Care Services (State) Award
- Ensure office is left clean and tidy
- All keys and pagers are signed for in the key log
- Adhere to and work through the correct structure

**WORK HEALTH AND SAFETY:**

**As individual's employees will:**

- Take all reasonable and practicable steps for their own health and safety and of others affected by their work
- Comply with the safety procedures and directions imposed in the interest of health and safety
- Not wilfully interfere with or misuse items or facilities provided in the interest of health, safety and welfare of employees; and
- In accordance with agreed procedures for accident and incident reporting, report potential and actual hazards to either their elected health and safety representatives, team meeting or supervisor.
- Use all lifting devices and follow policies and procedures regarding manual handling and personal protective equipment.
- Contribute to input and work by all risk assessments/ safe work method statements and identify any hazards.

**PUBLIC RELATIONS:**

- Display a professional and positive image when on duty - attitude, presentation and commitment to residents and fellow staff members
- Demonstrate a full commitment to Council when dealing with community members and others when on duty
- To report to Management on any community misconception on Organisation functions.

I, ..... Acknowledge I have read and understand the responsibilities and tasks associated with my Position Description as a Care Service Employee Grade 2 and will work by them at all times as stated.

Signed:..... Date:.....

## KEY PRINCIPLES AND VALUES

The following principles and values are considered to be key requirements of our organisation. All Councillors and Staff are expected to demonstrate these values and principles in their dealings with each other and with the community.

### **Integrity**

We must not place ourselves under any financial or other obligation to any individual or organisation that might reasonably be thought to influence us in the performance of our duties.

### **Leadership**

We have a duty to promote and support the key principles by leadership and example and to maintain and strengthen the public's trust and confidence in the integrity of Council. This means promoting public duty to others in the Council and outside, by our own ethical behaviour.

### **Selflessness**

We have a duty to make decisions solely in the public interest. We must not act in order to gain financial or other benefits for ourselves, our family, friends or business interests. This means making decisions because they benefit the public, not because they benefit the decision maker.

### **Objectivity**

We must make decisions solely on merit and in accordance with our statutory obligations when carrying out public business. This includes the making of appointments, awarding of contracts or recommending individuals for rewards or benefits. This means fairness to all; impartial assessment; merit selection in recruitment and in purchase and sale of council's resources; considering only relevant matters.

### **Accountability**

We are accountable to the public for our decisions and actions and must consider issues on their merits, taking into account the views of others. This means recording reasons for decisions; submitting to scrutiny; keeping proper records; establishing audit trails.

### **Openness**

We have a duty to be as open as possible about our decisions and actions, giving reasons for decisions and restricting information only when the wider public interest clearly demands. This means recording, giving and revealing reasons for decisions; revealing other avenues available to the client or business; when authorised, offering all information; communicating clearly.

### **Honesty**

We have a duty to act honestly. We must declare any private interests relating to our public duties and take steps to resolve any conflicts arising in such a way that protects the public interest. This means obeying the law; following the letter and spirit of policies and procedures; observing the code of conduct; fully disclosing actual or potential conflict of interests and exercising any conferred power strictly for the purpose for which the power was conferred.

### **Respect**

We must treat others with respect at all times. This means not using derogatory terms towards others, observing the rights of other people, treating people with courtesy and recognising the different roles others play in local government decision making.