



Providing Flexible, Caring Services For A Quality Lifestyle

POSITION DESCRIPTION

POSITION TITLE:	CARE PROVIDER
LOCATION:	FLEXI CARE INC 1/16 Dividend Street Mansfield Qld 4122
CLASSIFICATION:	PART TIME – Levels 1-3 CASUAL - as negotiated
AWARD:	Flexi Care Inc. Care Providers Enterprise Agreement 2011
LEVEL:	Levels 1 - 3

ROLE:

To assist clients and their carers/families by providing a range of support services (e.g. personal care, housekeeping, socialisation, transport, respite care) as determined by the Case Managers and Community Services Manager of the Care Services Department.

CRITICAL JOB DEMANDS:

This job requires visual and auditory abilities and capacity, in order to engage with others, input data and to drive vehicles and the capacity to occasionally lift and/or move up to 15 kilograms.

All employees should advise the Manager if they have knowledge of medical conditions or legal impediments which could impact on their capacity to undertake the inherent requirements of this position.

PRIMARY RESPONSIBILITIES

1. To provide support to clients as outlined in Care Plans.
2. Ensuring that all services are provided on a Consumer Directed Care, wellness and reablement basis;
3. To liaise with the Community Services Manager, Rosters and Case Managers regarding rosters and duties.
4. To maintain accurate and appropriate records and documentation as required.
5. To participate in mandatory staff training and other training as stated in the Flexi Care Inc. Care Providers Enterprise Agreement 2011.
6. To participate in client case conferences as appropriate.
7. To participate in Continuous Quality Improvement activities.
8. To work within the philosophy, mission and values of Flexi Care Inc. and comply with the principles, policies and procedures, specifically in relation to the Code of Conduct and Duty of Care for employees of Flexi Care Inc.
9. The Care Provider is accountable to the Community Services Manager and Case Managers and responsible to the Manager.

KEY PERFORMANCE INDICATORS (WH&S)

- Documentation is produced in a timely manner, e.g. incident report forms, hazard notification form.
- Compliance policy, procedures and safe working practices are adhered to.

QUALIFICATIONS & EXPERIENCE

Level 1 – Desirable (but not essential) possession of a Certificate I or II in Aged Care or similar with less than 12 months experience;

Level 2 – Possession of a Certificate I or II in Aged Care and more than 12 months experience or Certificate III in Aged Care and less than 12 months experience;

Level 3 – Possession of Certificate III in Aged Care and more than 12 months or 1000 hours experience.

A suitable level of fitness is required to enable the performance of support activities to clients.

SKILLS, ABILITIES & ATTRIBUTES

- Demonstrated experience in consumer directed care and community based support services to frail aged people and people with disabilities;
- Demonstrated effective communication skills and well developed interpersonal skills;
- A commitment to quality service provision and best practice principles;
- Well developed organisational skills;
- Ability to work independently and as a member of a multi-disciplinary team; and
- An ability to exercise tact, discretion, empathy and demonstrated integrity with respect to confidentiality and privacy

SPECIAL & MANDATORY REQUIREMENTS

- A willingness to work flexible hours
- An availability to work additional hours at times e.g. when short staffed
- To adhere to Work Health & Safety regulations
- Involvement in ongoing professional development
- Possession of a current Australian drivers licence is mandatory
- Access to a reliable motor vehicle which must have current registration and must be roadworthy at all times
- Possession of a current First Aid Certificate is mandatory or a commitment to achieve within a specified time frame
- A National Police check is mandatory

KEY SELECTION CRITERIA

- KSC 1** Demonstrated understanding and/or experience in working with frail aged people and people with a disability and their carers within community settings
- KSC 2** Demonstrated ability to understand personal limitations, to follow directions and care plans and to seek guidance when appropriate
- KSC 3** Demonstrated organisational skills and the ability to complete required documentation and tasks within given time frames
- KSC 4** Demonstrated effective communication and interpersonal skills
- KSC 5** Demonstrated ability to work independently and as a member of a team
- KSC 6** Demonstrate knowledge of Consumer Directed Care and the Wellness and reablement approach

STATEMENT OF DUTIES **CARE PROVIDERS – LEVELS 1 -3**

Level 1

Provide support to clients as outlined in the Care Plans. This will require the performance of set tasks to assist in the maintenance of the client's independence and may include:

- personal care – showering, toileting, grooming, dressing
- housekeeping
- shopping
- meal preparation
- banking, bill paying, mail
- prompting and assisting with medication, if required
- transport to appointments
- respite care /companionship
- other duties as specified on the Care Plan

Liaise with Community Services Manager, Case Managers & roster staff regarding duties and rosters

Provide written and verbal reports to Community Services Manager / Case Managers on the well-being of clients and carers as required.

Maintain accurate and appropriate records and documentation as required.

Use mobile/PDA for receiving information/rosters and maintaining contact with staff as required.

Maintain confidentiality of clients, carers and staff.

Participate in case conferences as appropriate.

Participate in mandatory staff training and other training as approved.

Participate in Continuous Quality Improvement activities.

Participate in Performance Reviews.

Level 2

All duties in Level 1 as well as:

Performance of duties appropriate to the client's needs as per the individual Care Plan

Implements basic quality requirements attained through training

Applies knowledge of health & safety in relation to tasks performed

Assists in the provision of on-the-job training to a limited degree

Level 3

All duties in Level 2 as well as:

Assists in monitoring and reviewing individual client care plans to ensure that the services satisfy the client's changing needs.

Detailed knowledge of health & safety in relation to tasks performed

Perform tasks with general supervision, exercising limited discretion within defined procedures.

Undertake responsibility for activities, including orientation for new employees.

WH & S RESPONSIBILITIES

- To participate and be supportive of the organisations Work Health and Safety Sustainability program
- Adherence to organisation's WH & S, Rehabilitation and Return to Work policy and procedures
- To meet obligations of hazard and incident reporting (particularly in the case of working in isolation in client homes in such the worker may be the only staff member with the opportunity to identify a hazard)
- To participate in internal health and safety consultative processes
- Liaison with the General Manager, WH&SA, Rehabilitation, Return to Work Officer and workers about WH & S and Rehab issues
- To act responsibly in the interest of own health and safety and the health and safety of others