

Home Care Assistant

Introduction

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Scope

This position description applies to the Home Care Assistant.

Definitions

Not Applicable.

Policy

Role Description

The Home Care Assistant provides and delivers individual and personalised care and assistance to consumers and their carers so that they may continue to live in their home. The Home Care Assistant's responsibilities may include, monitoring and communicating consumer condition, transportation, house cleaning, personal hygiene, providing meals and other health and wellness related activities. The Home Care Assistant will demonstrate a commitment to best practice care and ensure that all in home care is provided in a caring and respectful way in accordance with Respect's policy and procedures.

Reporting Relationship

On a day to day basis this position shall report to the Home Care Coordinator. Indirect reports shall include other organisational management representatives.

Qualifications & Experience

Essential:

- Current National Police Certificate (or ability to acquire).
- Relevant Certificate III Qualification.
- First Aid Certificate (within 3 years).
- Driver's License.

Desirable:

- Experience as a home care assistant / personal care assistant / disability support worker.
- Covid-19 Vaccination.
- Flu Vaccination.

Key Duties & Responsibilities

- Support consumers to achieve and maintain wellbeing and independence as outlined in the care plan.
- Provide direct support services to consumers in the following areas:

Personal Care – In accordance with the care plan, provide personal care assistance with bathing/showering, hygiene, dressing, grooming, lifting, mobility, and other personal care tasks such as assisting with the fitting of aids or assisting people to eat meals.

Domestic Assistance – In accordance with the care plan undertake domestic duties such as vacuuming, cleaning, laundry, food preparation, shopping, maintenance and gardening services.

Social Support – Provide assistance to the consumer within their home or in the community which is directed towards meeting their need for social contact and/or accompaniment in order to participate in community life in accordance with the care plan.

Transport – Provide transport support to enable service users to access community and social activities and/or appointments in accordance with the care plan.

Medication Monitoring – If required and in accordance with the care plan, Home Care Assistants may monitor consumers taking their medication.

- Establish appropriate and effective working relationships with consumers and service users, maintaining professional boundaries.
- Observe and report any changes in the consumer's health, behaviour, needs or circumstances to the Home Care Coordinator immediately, either by telephone or in person.
- Assist the consumer in maintaining and enhancing practical skills in order to promote their level of independence.
- Be a courteous representative of Respect in all undertaking with consumers and service users and in the community during the hours of employment and ensure a positive public image is maintained throughout the community.
- Any other task not defined but within the employees skills, as directed by the organisation.

Performance Outcomes

- Work practice reflects safe practice according to documented policies and procedures.
- Work practice demonstrates the provision of independence, privacy and dignity.
- Evidence of accurate recording and exceptional reporting including verbal reporting to the Home Care Coordinator.

Selection Criteria

1. Competency in providing care to consumers in their own home.
2. Demonstrated ability to work independently, undertake role specific administrative tasks and report accurately.
3. Demonstrated knowledge and understanding of the range of issues facing the aged and people with disabilities.
4. Demonstrated experience and skills in providing a broad range of community care services including personal care, domestic assistance and respite.
5. Well developed communication skills.

Mission, Vision & Values

It is a condition of employment that each employee will, at all times, uphold our organisation's mission, vision and values:

- **Mission:** To care for the elderly in our communities in an environment of respect, value and belonging.
- **Vision:** A world where the elderly feel respected, valued and enjoy a quality of life.
- **Values: Respect:** Treat all people with fairness and dignity. **Care:** Look after and protect the elderly, and each other. **Teamwork:** Encourage, cooperate and build trust. **Courage:** Do the right thing, even when it's difficult. **Integrity:** Be open, honest and trustworthy. **Innovation:** Think differently to solve problems. **Excellence:** Drive quality to continuously improve.

Professional Conduct

- Unless directed otherwise, perform the duties of the position according to the organisation's policies and procedures, as varied from time to time.
- Comply with all reasonable and lawful requests or directions given by the organisation.
- Promote the organisation's values, reputation and integrity.
- Ensure a high standard of personal appearance and conduct: that is, clean, neat, tidy, punctual, and respectful language and manner toward residents, visitors and other employees.
- At NO TIME must information related to a resident, family or other employee be discussed with anyone other than the relevant individual or professional providing care.
- Ensure a flexible and enthusiastic attitude toward undertaking a variety of tasks, and demonstrated commitment to ongoing quality, with a team approach is expected.
- Report all incidences of suspected or actual abuse of residents and participate fully in the investigation of such incidences. This includes but is not limited to physical, sexual, financial, verbal or emotional abuse.
- Nursing employees must, at all times, adhere to the Australian Health Practitioner Regulation Agency's codes and guidelines for nurses.

Workplace Health & Safety

- Perform the duties of the position according to applicable workplace health and safety legislation and regulations by complying with the organisation's policies and procedures.
- Participate in the identification, risk management and infection control programs and contribute to a clean, safe and healthy work environment to ensure the safety of residents, visitors, other employees and self.
- Report immediately, any equipment or situation which is hazardous, or has the potential to be a safety issue.

- Participate in problem solving processes to resolve workplace health and safety and infection control issues.

Quality Improvement

- Provide competent care in accordance with the organisation's policies and procedures, and legislative requirements relevant to the role.
- Complete an Improvement Form when there is an identified need to improve.
- Actively participate and contribute to quality activities which promote quality improvement to care provided, such as, follow up of Improvement Forms, attendance at staff meetings, ongoing education, internal assessments, review of procedures, and evaluation of new products and equipment.

Ongoing Education & Development

- Attend annual mandatory training as required by the organisation, including but not limited to, manual handling, emergency procedures, and infection control.
- Participate in non-mandatory training as provided from time to time at the facility or via the Aged Care Channel online.
- Regularly read work emails and staff notice boards at the facility to remain up-to-date with the organisation's communication including staff memos.
- Membership of relevant professional groups and or associations is recommended.
- The organisation is committed to a program of on-going performance appraisals for each employee. Each employee is required to undertake performance appraisals as required by the organisation.
- Work toward annual training objectives following annual appraisal to ensure skills and knowledge remain up-to-date to fulfill role.

References/Resources

Not Applicable.