

Social Care Assistant

Introduction

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Scope

This position description applies to the Social Care Assistant.

Definitions

Not Applicable.

Policy

Role Description

The Social Care Assistant is responsible for facilitating a range of individual, group and community based lifestyle activities according to residents' individual physical, social, cultural and spiritual needs and preferences.

Reporting Relationship

On a day to day basis this position shall report to the General Manager.

Indirect reports shall include other organisational management representatives.

Qualifications & Experience

Essential:

- Certificate III or IV Qualification in aged care or similar discipline.
- Current National Police Certificate (or ability to acquire).

Desirable:

- Has empathy and sensitivity to the needs of the residents from a variety of cultural and social backgrounds.
- Ability to work as part of a team.
- Ability to communicate effectively with the elderly and their families, employees and visitors.

Key Duties & Responsibilities - Social Care Activities

- Document social profiles of new residents and participate in the development, implementation and evaluation of social care plans.
- Participate in the planning, implementation and evaluation of the activities program.
- Maintain resources for the activities program.
- Prepare newsletters, activity notices and other correspondence for residents and other representatives.

- Assist the General Manager in the recruitment, appropriate delegation and support for volunteers.
- Any other task not defined but within the employees skills, as directed by the organisation.

Performance Outcomes

- Residents express their happiness and satisfaction throughout the day and are given and allowed opportunities to have choice to determine their personal social needs.
- Resources are available to provide activities either as individual or in a group setting as planned for the resident.
- A safe and clean workplace environment is maintained and all hazards are reported in the correct way.
- Volunteers are appropriately delegated and supported in the workplace.

Selection Criteria

1. Demonstrated experience in establishing and coordinating a social care or activities program.
2. Demonstrated ability to apply an enthusiastic and innovative approach to the development of social care activities.
3. Good customer service, communication and interpersonal skills.
4. Ability to work independently and as part of a team.
5. Demonstrated ability to utilise information management systems including care planning, notes and emails.

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.