

## POSITION DESCRIPTION

### CARE WORKER (Hotel Services)

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**Your position:** Care Worker  
**Your classification:** Care Service Employee  
**Your department:** Residential aged care  
**Where you'll work:** Various locations

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**You'll report to:** Your Team Leader/ Care Coordinator / HomeMaker  
**Your direct reports:** No direct reports

#### Your key relationships:

You'll be part of the collaborative Uniting team, led by the Service Manager, which includes Care Workers, Team Leaders, Registered Nurses and ACFI Coordinators, Allied Health professionals, pastoral carers and volunteers, who work together to serve people and their families.

You'll also work with external stakeholders including other service operators, representatives of relevant government bodies and a range of providers and suppliers.

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## WHAT WE'RE ABOUT

**Our purpose:** To inspire people, enliven communities and confront injustice.  
**Our values:** As an organisation we are imaginative, respectful, compassionate and bold.

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## ABOUT THE ROLE

Our Care Workers are the heartbeat of the Uniting team, and live and breathe inspired care. This role is central to the delivery of our person-centred approach, based on agreed individual care plans that enhance the physical and social wellbeing of our clients and help them achieve their goals. Our Care Workers go above and beyond basic assistance with household activities, to work collaboratively with clients and their families to maintain choice and control over their day.

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## ROLE OBJECTIVES

- Provide quality, timely and effective hotel services such as catering, cleaning and laundry
  - Communicate well with clients with varied needs and backgrounds
  - Promote the rights and privacy of our clients, in accordance with relevant policy and legislation
  - Work for the continuous improvement of our service to ensure it's the best it can be, in line with Aged Care Accreditation Standards
  - Participate in ongoing professional development.
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## YOUR RESPONSIBILITIES

### Financial management:

- You'll monitor supplies and consumables and re-order as needed, in line with relevant budgets.

### Operational processes:

- You'll work within relevant government legislation and Uniting policies and guidelines.
- Queries and complaints from our clients and their families, as well as your co-workers and other service providers, that come your way, will be handled with a confidential and timely approach, in collaboration with your supervisor
- You'll take your record keeping seriously and make effective use of our electronic management systems.
- You'll monitor our equipment to ensure it's in safe working order and request maintenance and repairs when needed.
- Your participation in audits (and other activities aimed at continuously improving our service) will help us identify and reduce client incidents and unsafe work practices.

### Client management:

- In collaboration with the rest of the care team, you'll work with our clients to help them set and achieve their goals.
- While providing effective and timely hotel services, you'll treat our clients with respect and recognise their abilities, preferences and decision-making capacity.
- The rapport you build with our clients and their families will encourage their social and recreational interests and enable them to participate in the community.
- You'll provide support with household activities such as catering, cleaning and laundry making their dignity and independence a top priority.
- You'll participate in the assessment, monitoring and delivery of care to meet individual need.
- Clients, carers and families can be confident that you'll take on board their feedback, leading to an improved customer experience for everyone in the service.
- Your genuine interest in our clients will help you monitor their progress and you'll report any changes or concerns to your supervisor.

### People management:

- You'll contribute to a cohesive and harmonious team that respects each other's ideas, integrity and abilities.
- You'll maintain skills and knowledge related to your role, including regular attendance at training, team meetings and one-on-one supervision/support meetings with your supervisor.
- You'll support new or less experienced members of the Uniting team by sharing your knowledge and setting an example with your high standards of work.
- Your attention to personal safety and risk management, use of appropriate manual handling techniques, food safety and correct chemical handling procedures will contribute to a safe workplace.
- You'll model the values of the Uniting Church by respecting and valuing the inherent dignity and uniqueness of each person, celebrating diversity and passionately pursuing social justice and inclusion.

## KEY PERFORMANCE INDICATORS

### Financial management:

- You'll follow relevant procedures, including diligent record keeping, when handling money or ordering supplies.

### Operational processes:

- You'll provide detailed and accurate information to our clients about the services Uniting offers.
- You'll work within Uniting policies and guidelines.
- Your solid understanding of Aged Care Accreditation Standards, the funding tool and relevant regulatory requirements will lead to continuous improvement of our processes.

### Client management:

- Your duty of care to clients will show your respect for their independence, self-determination and dignity.
- You'll contribute to the evaluation of client outcomes through observation, feedback, care plan reviews and audits.
- Your ability to handle client information, queries and complaints sensitively and confidentially will lead to a positive relationship between the service and our clients.

### People management:

- You'll build and maintain collaborative relationships with your team, volunteers and visiting professionals.
- You'll document and report all hazards, incidents, formal and informal complaints and feedback that may impact the people you work with.
- You'll develop and maintain your knowledge and skills by actively participating in the training Uniting provides and your own professional development.

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## THE IMPORTANT DETAILS

### Qualifications:

- Certificate 2 in Hospitality, Aged Care or working towards
- Current First Aid certificate

### Your experience ticks the following boxes:

- A good insight into the health, social or aged care services industries
- Great communication and customer service skills and the ability to get along easily with others
- A gift for working collaboratively with a team and confident making decisions
- Great understanding of Work Health and Safety principles and risk management practices
- Confident using electronic, communication tools, including documentation systems, email and mobile phone
- Great organisation and time management skills.

### Even better:

- Previous experience in aged or community care or in a retail or hospitality environment
- Assist Clients With Medication
- Recognise Healthy Body Systems

- Provide Support to People Living With Dementia
- Experience using client/data management systems
- Current Australian driver's license
- Current LR bus driver's licence

## ABOUT UNITING

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice.

Our services are in the areas of aged care and disability, community services and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

We believe choice is everything. Uniting is the largest provider of aged care in NSW and the ACT with more than 15,000 people in our services. We offer aged care homes, independent living, care in the home and in the community, healthy living for seniors and respite care.

<b>Employee Name:</b>		<b>Managers Name:</b>	
		<b>Title</b>	
<b>Date:</b>		<b>Date:</b>	
<b>Signature:</b>		<b>Signature:</b>	