

**POSITION DESCRIPTION**

Occupational Therapist

**Job Title**

Occupational Therapist

**Line Reporting**

General Manager

**Purpose**

This dynamic and important role within the myHomecare Group is to ensure and maintain a high standard of care, to enhance our values and support our clients.

This role exists to support the operations of myHomecare’s Allied Health and Community Care Program by providing various support and care to the Program’s Clients and their Carers in accord with their care plans and to at least the minimum requirements of the Aged Care Standards.

It is a requirement of our employees to demonstrate continued commitment to professional development, adhere to the defined scope of practice and uphold the myHomecare Group values of **C-A-R-E:-**

- Courage**      we do what is right and fair **Action**  
we strive to make a difference
- Reliable**      we deliver on our promise of care
- Empathy**      we seek to understand you as an individual

**Summary of Key Responsibilities/Duties/Skills**

**Quality Management & Customer Service:**

- Knowledge on the Aged Care Quality Standards 2022, ISO 9001:2016 and ACIS 2018.
- Understanding of myHomecare Group Quality Management Framework.
- Ability to contribute to updating and implementing policies, procedures, work instructions, flow-charts.
- On request attend meetings.

Understand every opportunity to respond to a client enquiry is an opportunity to showcase myHomecare Group and deliver excellence in customer service by providing desired outcomes.

## Work Environment

- The employee must display appropriate social and communication skills to always maintain a unified and harmonious work environment.
- Ability to set up and work effectively and safely from a home office when required.

## Work Health and Safety

- Take reasonable care to ensure your own health and safety as well as the health and safety of those around you.
- Play a leading role in crisis management such as pandemics or natural disaster.
- Ensure team compliance with, as far as practical, all instructions given to ensure their health and safety.
- Ensure proper use of personal protective clothing and/or equipment provided.
- Complies with myHomecare Group health and safety policy and legislative requirements.
- Performs all duties in accordance with accepted safe working practices and guidelines.
- Report any hazards, incidents, accidents or near misses.
- Works actively to resolve issues that may affect myHomecare Group or anybody else's health and safety.
- Attend and completes all prescribed training for their role.
- Compile and deliver relevant health and safety training, researching best practice and compiling packages to reinforce the learnings of health and safety.
- Adheres to safe manual handling practices.
- Acts within their professional boundaries and scope of practice.

## Communications/Technology

- Strong written and verbal communication skills.
- Ability to build strong professional relationship with internal and external stakeholders.
- Regular reporting as agreed with manger.
- Maintaining confidentiality in all dealings with clients and stakeholders.
- Demonstrate flexibility in work practices in order to support colleagues and to meet the changing needs of myHomecare Group and the industry.
- Maintain an intermediate level of skills in Microsoft Word and Excel. Appropriate internal IT training will be provided.
- Operate office equipment appropriate to the tasks to be completed – includes computers, fax, photocopier, and Teams for business system.
- Produce computer documents as required in an efficient manner. Includes Intermediate level skills in the use of Microsoft applications and other relevant databases.
- Data entry and report generation into and from relevant databases.

## Documentation

- Ensure a thorough understanding of the program guidelines and Standards.
- Maintain up-to-date and accurate documentation relating to client assessment, treatment plan, goal-based care plans and any other information relating to the client's care and well-being.
- Ensure all documentation is legible and in accordance with relevant government and legal guidelines.
- Ensure all written correspondence is professional in nature.
- When documenting refers to myHomecare Group list of acceptable abbreviations.
- Enter relevant client / employee dated notes into myHomecare Group client / employee management system and make appropriate, timely follow-up.

## Learning and Development

- Be the source of continual encouragement, teaching, and supervision of employees.
- Deliver, with assistance of management, a training session related to an area of expertise OR interest. Pursue training and development as stipulated in the myHomecare Group organisation structure for the specified level.
- Maintain and develop skills related to work role.
- Participate in regular care conversations in accordance with organisational policy.
- Attend face to face and eLearning training sessions and employee meetings, which are compulsory to attend.

## Quality Management

- Follow policies, procedures, work instructions, and process maps as defined in QM system.
- Contribute to continuous improvement activities.
- Prepare documentation and attend internal / external audits on request.

## Organisational

- Understand the full suite of programs and organisation structure provided by myHomecare Group to clients and targeted markets.
- Develop strong local relationships with key referrals sources such as My Aged Care, ACAT, the Regional Assessment Service (RAS), GPs, Discharge Planners (Hospitals), Brokerage agencies, and Private clients.
- Understand the values of myHomecare Group and promote the culture.
- Actively promote and uphold the reputation of myHomecare Group in all representations and communication.
- Understand the geographical structure of myHomecare Group.
- In conjunction with management, develop, gain approval and implement service growth strategies with appropriate marketing / PR activities.

## Measurable Indicators of Individual Performance (KPI'S)

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| <ul style="list-style-type: none"><li>- Presentation/dress code.</li><li>- Punctuality.</li><li>- Attitude.</li><li>- Attendance to Learning and Development including eLearning.</li><li>- Professional Development.</li><li>- Communication including office and field employees, clients, carers, family member and external parties.</li></ul> | <ul style="list-style-type: none"><li>- Initiative.</li><li>- Confidentiality / Professional Boundaries.</li><li>- Accuracy and timeliness of paperwork.</li><li>- Excellence in Customer Service.</li></ul> |
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## Personnel Specification

### Desirable Experience

- Experience in Aged Care.
- Community Home Care Customer service skills.
- Existing knowledge on Home Care Packages (HCP) and Commonwealth Home Support Program (CHSP).
- Existing knowledge on the Aged Care Quality Standards, 2022 and ACIS 2018.
- Frontline management skills.
- Intermediate MS Office computer skills.

### Additional Requirements

- Passion and commitment to Aged Care and the desire to 'make a difference'.
- Current National Police Clearance. – The right to work in Australia. – Qualification Certificate (and transcript when applicable).
- Current COVID-19 Vaccinations.
- Ability to work from a home office if required.
- Ability to work collaboratively with the senior clinical team and Allied Health professionals.
- Current First Aid Certificate (HLTAID003/4) and current CPR certificate (HLTAID001).
- Current Drivers Licence, Vehicle Registration and Third-Party Property or Full Comprehensive Vehicle Insurance.

### Essential Personal Attributes

- Ability to always treat employee and client information in strict confidence.
- Ability to identify clinical intervention and arrange implementation with relevant resource.
- Self-motivated.
- Problem-solving abilities with the ability to think critically.
- Strong interpersonal and verbal / written communication skills.
- Ability to work at a fast pace with effective time management skills.
- Comfortable in working in a team environment with the ability to develop a courteous rapport with

others.

- Willingness to learn new systems, policies and procedures and be challenged by the development of a high growth business.
- Ability and willingness to embrace change.

Ability to develop a relationship with clients, their family, and employees.

## PART B - POSITION DEMANDS CHECKLIST

The purpose of this checklist is to manage any risk/s associated with this position and guide training requirements and environmental /equipment adaptation that may be necessary for the occupant of this position.

Frequency Code	
O	= occasionally
F	= frequently
C	= constantly
R	= repetitively
N/A	= not applicable to this position

Demands	Description	Frequency				
		O	F	C	R	N/A
<b>Physical Demands of the Position</b>						
Kneeling/Squatting	Tasks involve flexion/bending at the knees and ankle, possibly at the waist in order to work at low levels	•				
Leg/Foot Movement	Tasks involve use of the leg and/or foot to operate machinery					•
Hand/Arm Movement	Tasks involve use of hands/arms - eg, stacking, reaching, typing, sorting and inspecting			•		
Bending/Twisting	Tasks involve forward or backward bending or twisting at the waist	•				
Driving	Tasks involve operating any motor powered vehicle	•				
Sitting	Tasks involve remaining in a seated position during task performance			•		
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended		•			
Walking	Tasks involve walking on even surfaces	•				
	Tasks involve walking on uneven surfaces	•				
	Tasks involve walking up steep slopes	•				
	Tasks involve walking down steep slopes	•				
	Tasks involve walking whilst pushing/pulling objects	•				
Climbing	Tasks involve climbing up or down stairs, ladders	•				
Working at heights	Tasks involve making use of ladders, foot stools etc, anything where the person stands on an object other than the ground					•

Lifting/Carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms	•				
	1. Light lifting/carrying (0-9kg)				•	
Pushing/Pulling	Tasks involve pushing/pulling objects away from or towards the body, also includes striking or jerking	•				
Grasping	Tasks involve gripping, holding, clasping with fingers or hands					•
Manual Dexterity	Tasks involve fine finger movements – eg. Keyboard operation, writing				•	
<b>Sensory Demands of the Position</b>						
Sight	Tasks involve use of eyes (sight) as an integral part of task performance - eg, looking at screen/keyboard in computer operation				•	
Hearing	Tasks involve working in a noisy area - eg, workshop and/or operation of noisy machinery/equipment					•
Smell	Tasks involve the use of the smell senses as an integral part of the task performance					•
Taste	Tasks involve use of taste as an integral part of task performance					•
Touch	Tasks involve use of touch as an integral part of task performance	•				
<b>Psychosocial Demands of the Position</b>						
	Tasks involve interacting with distressed people	•				
	Tasks involve interacting with people with mental illness/disability/cognitive impairment	•				
<b>Exposure to Chemical Hazards</b>						
Dust	Tasks involve working with dust					•
Gases	Tasks involve working with gases eg, oxygen					•
Fumes	Tasks involve working with fumes - eg, which may cause problems to health if inhaled					•
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made with skin - eg, dermatitis	•				
Hazardous Substances	Tasks involve handling hazardous substances including storage					•
<b>Working Environment</b>						
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance - eg, glare					•

Sunlight	Exposure to sunlight					•
Temperature	Tasks involve working in temperature extremes - eg, working outdoors					•
Confined Spaces	Tasks involve working in confined spaces					•
<b>Accident Risk</b>						
Surfaces	Tasks involve working on slippery or uneven surfaces	•				
Housekeeping	Tasks involve working with obstacles within the area - bad housekeeping	•				
Heights	Tasks involve working at heights below knee level and/or above shoulder height	•				
Manual Handling	Tasks involve manual handling tasks				•	
<b>Biological Hazards</b>						
Biological Products	Tasks involve working with blood/blood products/body fluids					•

*Adapted from NSW Health Circular 2001/74*