

POSITION DESCRIPTION
CARE WORKER LEVEL 3

Job Title

**CARE WORKER LEVEL 3
 (CERTIFICATE III IN AGED CARE (OR EQUIVALENT)/ASSISTANT IN NURSING
 AIN2/TRANSPAC CCA/SUPPORT WORKER)**

Line Reporting

Care Manager/Assistant Care Manager/Regional 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.

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

A Care Worker Level 3 will work within the tasks set out in the approved care plan under the direction of a manager and within the limits of this position description.

You are responsible for your own actions and remain accountable to a manager for all allocated functions.

You will practice in accordance with procedure and practice guidelines, the position description and all myHomecare policies and procedures. Any variance from the current care plan, or any queries that may arise due to insufficient information, must immediately be discussed with a manager prior to providing the service.

A Care Worker Level 3 provides personalised care and/or services to clients within their own homes in accordance with an approved care plan. The focus is to support and encourage the client to maintain their independence for as long as possible.

The role of a myHomecare Care Worker Level 3 involves the following key job functions:

- **Personal Care**
 Dressing, grooming, showering, oral hygiene, transferring, and other personal care needs in accordance with the care plan.
- **Medication**
 Blood sugar level testing, observation of skin integrity, prompting and supervising medication from a dose-administration aid, and any other clinical needs within your scope of practice.
- **Social Support**

Social outings in the community, transport and assistance to attend appointments or go to the shops or pay bills.

- **Transport**

Driving between client's home, client transportation, unsupervised shopping or paying of bills.

- **Food Preparation**

Assistance with meals or meal preparation.

- **Respite Care**

Supervision, assistance with dressing as required, toileting assistance, companionship, physical exercise, supervising self-administration of dose-administration aid and other appropriate tasks within your scope of practice.

- **Domestic Assistance**

Dusting, vacuuming, mopping, emptying garbage, washing dishes and putting them away, washing and ironing clothes, bed making, meal preparation, assistance around the garden, shopping.

Quality Management & Customer Service:

- Knowledge on the Aged Care Quality Standards 2019, 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 nature of care requires work to be performed in the client's home. This is a semi-autonomous working environment and requires the Care Worker to communicate any concerns or changes in a client's wellbeing to the client's manager.
- The role requires the use of the Care Workers own vehicle to drive to and between clients' homes and to perform other tasks such as shopping or transport.

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.
- Adheres to safe manual handling practices.
- Acts within their professional boundaries and scope of practice.

Communications

- Written communication as agreed with Manager, daily.
- Any variance from the care plan, or any queries that may arise due to insufficient information, must immediately be discussed with a Manager prior to providing the service.
- 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.

Documentation

- Ensure a thorough understanding of the program guidelines and Standards.
- Ensure up-to-date and accurate documentation relating to the client's care and well-being is in client home folder/Procura. If documentation requires updating advise client manager.
- Advise client's manger when client documentation in clients home folder requires culling and scanned to client Procura file.
- Ensure a thorough understanding of the program guidelines and Standards.
- Ensure all documentation is legible and in accordance with relevant government and legal guidelines.
- Ensure all written correspondence is professional in nature.
- When documenting refer to myHomecare Group list of acceptable abbreviations

Technology

- Utilise a smart phone to, answer and make calls, email / sms, record time and attendance on clients scheduled visits, access client details, documents / forms, complete and submit a continuous improvement form, record client movements, document in client records and type dated notes, etc.
- Ability to use or learn to work with IT systems, as required. Eg. Procura.

Learning and Development	
<ul style="list-style-type: none"> - Be the source of continual encouragement, teaching and supervision of employees. - 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	
<ul style="list-style-type: none"> - 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	
<ul style="list-style-type: none"> - Understand the full suite of programs and organisation structure provided by myHomecare Group to clients and targeted markets. - 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. 	
Measurable Indicators of Individual Performance	
<ul style="list-style-type: none"> - Presentation/dress code. - Punctuality. - Attitude. - Attendance to Learning and Development including eLearning. - Professional Development. - Communication including office and field employees, clients, carers, family member and external parties. 	<ul style="list-style-type: none"> - Initiative. - Confidentiality / Professional Boundaries. - Timekeeping completed in timely manner. - Client Care.

Personnel Specification

Minimum Desired Qualifications
<ul style="list-style-type: none"> - Certificate III in Individual Support or equivalent or Cert IV in Aged Care or Disability or Home and Community or 2nd year Bachelor of Nursing. - Current First Aid Certificate (HLTAID003/4) and current CPR certificate (HLTAID001).
Desirable Experience
<ul style="list-style-type: none"> - Experience working in aged care or disability within the last 5 years. - Community nursing experience.

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.
- 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 treat employee and client information in strict confidence at all times.
- 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.

Desirable Personal Attributes

- Additional language skills

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
Physical Demands of the Position						
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	•				

Demands	Description	Frequency				
		O	F	C	R	N/A
Grasping	Tasks involve gripping, holding, clasping with fingers or hands					•
Manual Dexterity	Tasks involve fine finger movements – eg. Keyboard operation, writing				•	
Sensory Demands of the Position						
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	•				
Psychosocial Demands of the Position						
	Tasks involve interacting with distressed people	•				
	Tasks involve interacting with people with mental illness/disability/cognitive impairment	•				
Exposure to Chemical Hazards						
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					•
Working Environment						
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					•
Accident Risk						

Demands	Description	Frequency				
		O	F	C	R	N/A
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				.	
Biological Hazards						
Biological Products	Tasks involve working with blood/blood products/body fluids					.

Adapted from NSW Health Circular 2001/74