

What you do matters.



Senior Personal Care Attendant Position Description



EMPLOYMENT TYPE	Full Time or Part Time
CONDITIONS	Permanent
TEAM	Community Health and Care
REPORTING RELATIONSHIPS	Reports to: Senior Workforce Coordinators

Our Vision

A positive, fulfilling experience of ageing where everyone has the opportunity to live their best life.

Organisational Context

Benetas is a leading not-for-profit organisation with a mission to provide older Victorians, their families and carers with high quality services and environments that respects their independence and individuality throughout their aged care journey. To reflect our Anglican heritage and commitment to social justice, we contribute a social dividend which sees any profit reinvested into growing and expanding services and initiatives, including our dedicated research and advocacy agenda, which provides broader benefits to people within our communities.

Benetas is committed to providing a safe and healthy work environment with a focus on the wellbeing of our employees and clients. With our positive and inclusive culture you will feel supported to be the best you can be in your career. Benetas is a recognised leader in Gender Equality, having been awarded an Employer of Choice citation by the Workplace Gender Equality Agency for 15 years in a row.

With an ambitious Next Generation Strategy, Benetas is focused on delivering our four strategic outcomes, which include integrated and exceptional customer experience, communities of choice, a great place to work and volunteer and a high performing organisation.

Role Purpose

Within Benetas, Community Health and Care provides a range of services to the community including personal and domestic care, respite, nursing services, primary services, and welfare and disability services.

The **Senior Personal Care Attendant** role is to support and mentor IHSA's to deliver a consistent and high quality service to all clients. The position also includes direct client services depending on the operational requirements.

The role is also to work in conjunction with the Senior Workforce Coordinators and Workforce Coordinators.

You will undertake your role with an ever-present mind to adhering to the Benetas customer experience vision of supporting our clients to live their best life, and delivering effective support and mentoring of the IHSA workforce.

Genuinely care - We genuinely care. We are kind and respectful in everything we do

Grow meaningful connections - We help clients make and maintain meaningful relationships.

Value my individuality - We respond to our clients 'needs and appreciate them as an individual

Show me the way - We use our expertise to guide our clients and make it easier for them to live well

Position Specific Responsibilities

Key Result Areas	Key Tasks/Behaviours	Success Indicators
Coaching & Mentoring	<ul style="list-style-type: none"> Mentor and Assist In Home Support Assistants to deliver exceptional customer service to clients to maximise client wellbeing within the home Coach, Support and develop IHSA's with a focus on operational efficiency, building capacity and high performance and safety, and delivering excellent customer service to our clients Partner with Workforce coordinators and Client Advisors when receiving IHSA's feedback about clients and their services and wellbeing Coordinate and conduct induction and orientation of new IHSA team members in conjunction with the Senior Workforce Coordinators and Workforce Coordinators. Develop and implement new strategies and processes within the team to ensure best practice. Identify training needs within the IHSA's role to allow for growth and upskilling. Buddy/Mentor employees and identify staff members to be allocated as Buddy/Mentor for all employees. 	<p>High team engagement and employee morale</p> <p>IHSA increased job satisfaction</p>
Client Service and Experience	<ul style="list-style-type: none"> Contribute to service planning, evaluation and care planning through identifying the needs of clients through conducting Home Safety Assessments and reporting through to the manager Provides reporting on any changes in a client's behaviour or health/wellbeing to central office and document as appropriate. Monitor and advise of dangers or risks in and around environments where clients live or meet and advise supervisor of concerns about the client's safety and wellbeing. Provide guidance to Client Advisors to support clients to adapt and live independently Complete ad hoc on site visits to support IHSA's to ensure safe practice and client satisfaction. Develop IHSA's to work with diverse clients 	<p>Positive client experience measured by feedback and increased compliments</p> <p>Increased client satisfaction and reduced complaints</p>

Operations	<ul style="list-style-type: none"> • Provide sick leave coverage • Maintain client and employee electronic records • Partners with WFC/ROTL's to complete daily ad hoc tasks • Participate in recruitment activities in conjunction with the Workforce coordinators • Follow up on After hours reports as required • Respond to emails and feedback in a timely manner • Occasionally may be required to assist the WFC's with some daily calls and scheduling/rostering. • Participate in recruitment activities. 	<p>Clients achieving their goals and positive outcomes</p>
Continuous Improvement	<ul style="list-style-type: none"> • Drive positive working culture within the team and with other regions and the broader Benetas community • Takes initiative and contribute to ideas to making improvements to the work process and participate in continuous improvement activities • Identify gaps in training and upskilling of team members • Maintain and contemporary knowledge of aged care quality and safety standards, service excellence and implement best practice initiatives with team members. 	<p>Contribution to the successful execution of the Quality Continuous improvement plan for CHC</p>
OH&S and Compliance	<ul style="list-style-type: none"> • Ensure compliance against Home Care Packages Guidelines and Benetas Policy and procedures, including client contact and documentation requirements and Occupational Health and Safety (OHS) in the workplace • Contribute to the assessment of safe working environments for Benetas CHC employees • Ensure compliance with Benetas Policies and Procedures and other compliance requirements e.g. Home risk Assessment • Apply skills in the safe use of relevant equipment • In conjunction with WFC's ensure all IHSA's have undertaken all mandatory training and have a good understanding to ensure the safety of the employee and the client during services 	<p>Enhanced safety and wellbeing in the home and community</p>

Selection Criteria

Qualifications	
<ul style="list-style-type: none"> • Minimum Certificate IV in Aged Care Work/ Service Co-ordination • Will accept Certificate 3 on the premise that the successful candidate is currently undergoing or enrolled to commence Certificate IV in Aged Care Work/ Service Co-ordination • Current First Aid/CPR certifications • Flu and Covid Vaccine mandatory 	
Skills and Knowledge	Interpersonal Attributes
<ul style="list-style-type: none"> • Basic computer and technology skills • Excellent communication and interpersonal skills to work effectively with clients and IHSA's from a range of culturally and linguistically diverse backgrounds • Ability to use initiative and work under pressure • Understanding of the ageing process, effects of Dementia and related conditions, physical and sensory impairments, incontinence, psychiatric and intellectual disabilities • Demonstrate knowledge of correct practice, safe food handling, hygiene and cleaning techniques • Understanding in Professional boundaries, Privacy and confidentiality and Aged Care Quality Standards <p>Desirable</p> <ul style="list-style-type: none"> • Ability to speak a language other than English fluently 	<ul style="list-style-type: none"> • Friendly, positive and naturally able to build relationships • Honest helpful; and dependable • Able to work within a remote team and takes responsibility for and prioritises own work • Strong values and treats others with dignity and respect • High personal and professional ethics • Keenness to learn new information and take on new challenges

Core Behaviours Applicable To All Employees

Key Result Areas	Key Tasks/ Behaviours
Living our values in the way we behave and interact with others	<p>Respect - Takes time to understand and value each person and respects their choices</p> <p>Community - Builds strong relationships amongst stakeholders by working together in an open, involving way</p> <p>Spirit - Builds a positive energetic culture dedicated to creating fulfilling life experiences for older people</p> <p>Responsibility - Acts with integrity toward our clients, their families and carers and the broader community</p>
Leadership and Team	<ul style="list-style-type: none"> • Builds effective teams, inspires and motivates others to deliver results, problem solve, and work collaboratively • Builds and maintains effective relationships with clients, families and colleagues and operates in line with the Customer Experience Vision and Principles
Health, Safety and Environment	<ul style="list-style-type: none"> • Displays responsibility for self, team and environment • Demonstrates positive approach to own safety and safety of others • Achieves agreed work goals relevant to health, safety and environment

Continuous Improvement: Quality and Sustainability	<ul style="list-style-type: none"> • Responds to the needs of customers and the changing environment in which our services operates • Understands and delivers responsibilities in line with the Risk, Quality and Clinical Governance Frameworks • Takes initiative in making improvements to work processes • Actively seeks new ideas and improvement • Demonstrate evidence of continual improvement activities • Strives for best practice • Embraces and adapts to change
Professional and Personal Development	<ul style="list-style-type: none"> • Takes responsibility for driving own professional development, expertise and personal development • Completes all relevant on and off-the-job learning experiences

Evidence of the Right to Work in Australia

All Benetas employees must provide evidence of their valid working rights. Appropriate evidence includes an Australian/ New Zealand birth certificate or passport, Citizenship certificate, Permanent residency certificate or an International passport with evidence of a valid working visa. All visas are subject to a Visa Entitlement Verification Online (VEVO) check.

Police Check

All Benetas appointments are subject to a satisfactory police check, and a statutory declaration for those people who have lived overseas over the age of 16 for more than 12 months.

Influenza Vaccination

All Benetas roles are subject to obtaining and maintaining annual influenza vaccinations. Evidence must be provided as a condition of employment.

Code of Conduct

All Benetas employees are required to read, be familiar with and act in accordance with the requirements of the Benetas Code of Conduct and any other legislated Code of Conduct as may apply to Benetas its employees.