POSITION DESCRIPTION

JOB TITLE	**CARE & WELLBEING ASSISTANT**
DEPARTMENT	**Services - Residential**
REPORTS TO	**Registered Nurse-Care Manager**
DIRECT REPORTS	**Nil**

ROLE PURPOSE

To provide pro-active person centred services and support that is safe and effective. Using a high level of empathy, these services and support must be tailored to each resident's needs, goals and preferences.

This role operates under the supervision of a Registered Nurse or Enrolled Nurse and contributes to the overall well-being and quality of life for residents by assisting them with activities of daily living, engaging them in exercise to promote healthy ageing and providing one-on-one social and emotional support.

KEY RESPONSIBILITIES

KEY OUTCOMES	KEY ACTIVITIES
Health Promoting Services	Be proactive and provide safe and effective services and supports that include : ● Health Promotion as a core practice: – Always encourage more social activity and building physical strength and fitness in all interactions with a resident – Promote independence and confidence by encouraging a resident to give things a go (i.e. to do things with a resident rather than do things for a resident) – Support and nurture a partnership with each resident by recognising what is important to them as well as what is important for their own health – Support residents to make choices about their lifestyle and activities of daily living, in line with their care plan – Prevent the spread of infection by washing hands and following infection control protocols ● Creating a positive environment: – Smile and listen, be welcoming and use encouraging and positive language – Be respectful of each person's identity, culture and diversity – Be kind and caring in all interactions – Be respectful and remember that the home bedroom is the resident's home ● Supporting daily living in accordance with each resident's care/ service plan such as: – personal care - bathing, showering, personal hygiene, oral care, skin care, nails and grooming – continence support by assisting with toileting, the use of continence – products, and incontinence hygiene & skin care management – resident mobility and support in using their own hands (i.e. dexterity) ● Physical, Cognitive and Emotional support – Providing one-on-one engagement in tailored exercise or preferred activities specifically designed to maintain mobility, dexterity or cognitive function – accompanying individual residents on approved outings, providing direct one-on-one assistance with their personal care needs to enable their safe and comfortable participation.

	– provide one-on-one social and emotional support to residents by spending quality time engaging in conversation, active listening, reading or assisting residents to pursue personal interests and hobbies. – using the Resparke platform with residents to provide personalised /tailored content to support engagement and wellbeing ● safe transfers of residents– including the use of mechanical aids – maintenance of resident's rooms and personal equipment– clean and tidy – distribution of laundry and personal attire – maintenance of work area – cleaning equipment, aids and utensils etc. – respectfully assist residents with meals and drinks to make it a pleasurable and safe experience ● Advise the EN/ RN/ Manager of any change in a resident's behaviour, function, or condition (i.e. pain, skin changes) or if any incidents occur
Person Centred People – Our Values	Work positively and collaboratively with other staff and qualified practitioners to provide person centred services and support that is safe, effective: ● **Service** - Be the difference to people in our community, through your service, dedication and positive commitment to helping others. ● **Courage** - Be the difference by having the courage to step out of your comfort zone to do what needs to be done and trusting in your teammates to do the same. ● **Compassion** - Be the difference by working with compassion, a deep sense of empathy, concern and humanity towards others.
Aged Care friendly environment	● Report any risks that have the potential to cause an accident or injury ● Report (immediately) any actual or suspected incidents of elder abuse ● Maintain privacy and confidentiality of all resident information
Governance (quality control)	● Use the feedback system to provide suggestions for improving work practices to best practice quality standard (continuous improvement) ● Use resources and supplies effectively to minimise waste ● Read and comply with all new policies, procedures or work instructions relevant to the role.
Safe Work Environment (WHS)	Personally work in a safe and healthy manner and take reasonable care to protect your own health and safety, and to avoid adversely affecting others including but not limited to: ● report for duty in a condition not adversely affected by alcohol or drugs to the extent that would endanger your own safety or the health and safety of others ● as far as is reasonably possible, use equipment provided for WHS purposes, obey reasonable WHS instructions, comply with all SCC WHS policies, procedures, safe working instructions, specified work practices and associated WHS documents ● identify and report any work health and safety hazards/near miss incidents/injuries and maintenance/repair issues
Other Duties as Directed	

PERSON REQUIREMENTS

Essential Requirements

Qualifications

- Certificate III or equivalent (i.e. Individual Support, Aged Care or Allied Health Assistance)

Experience

- Previous experience in an aged care setting

Skills

- Ability to motivate older people to participate in meaningful activities to improve their quality of life
- Sound best practice personal and clinical care skills appropriate to the role
- Sound communication skills
- Time management to manage own workload to complete tasks within the allocated time
- Physical and emotional ability to perform the job requirements
- Manual handling skills to prevent injury to self or others.

Knowledge

- A sound understanding of the requirements to support residents living with dementia including those who display challenging behaviours
- A sound understanding of the importance of exercise and social activities on Quality of life in older people
- A basic knowledge of the requirements of the Aged Care Standards as are applicable to the role

Personal Attributes

- Ability to fit the work culture and a commitment to SCC's Values & "Better for life" model
- Ability to build positive relationships with residents and their representatives
- Commitment to work collaboratively as a positive and productive team member
- Demonstration of integrity, calmness and personal resilience
- Commitment to provide person centred customer service
- Commitment to work to the best of your ability
- Commitment to a problem solving approach to managing risks

Desirable Requirements

- Experience supporting older people with exercises
- Previous experience in a personal carer or Lifestyle role in an aged care setting

STATEMENT OF ACCOUNTABILITY

I have read, understand and accept the requirements of this position description, including but not limited to the obligation to:

- Work to and demonstrate commitment to SCC's "Better for life" model in everything I do
- Perform all duties and behave at all time in accordance with the SCC Code of Conduct
- Perform my duties to meet contemporary best practice professional standards applicable to my role
- Treat all residents, clients and their family and support persons, staff and volunteers with respect, dignity and good humour
- Participate in a performance review during the probationary period and at subsequent annual and as required reviews
- Exercise a duty of care and comply with other common law and regulatory requirements in the performance of my duties
- Work in a safe and healthy manner at all times
- Maintain privacy and confidentiality standards applicable to residents, clients and SCC
- Work to and promote SCC's approach to healthy ageing and person centred care
- Comply, as applicable, to all legislative and regulatory requirements including the Aged Care standards
- I commit to modelling SCC's values at all times:

SERVICE	Be the difference to people in our community, through your service, dedication and positive commitment to helping others.
COURAGE	Be the difference by having the courage to step out of your comfort zone to do what needs to be done and trusting in your teammates to do the same.
COMPASSION	Be the difference by working with compassion, a deep sense of empathy, concern and humanity towards others.

- I acknowledge that the duties of my role may change with duties added to, deleted or modified, and I may be required to do additional duties over those listed in this PD from time to time in line with the skills requirement of the role
- I understand the consequences of not adhering to the requirements of the position description may involve disciplinary action up to and including termination of employment.

YOU			
Name			
Signed		**Date**	

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2	14/05/2025				