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| **Mission Australia** |
| About us: | Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.We’ve learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate partners and everyday Australians who provide generous support. Together, we stand with Australians in need until they can stand for themselves. |
| Purpose: | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.*“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration  |
| Goal: | End homelessness and ensure people and communities in need can thrive. |
| **Position Details:**  |
| Position Title: | **Care and Wellness Assistant Level 4** |
| Award/Agreement: | Service Delivery Enterprise Agreement |
| Classification/Level: | Aged Care Employee |
| Executive Function: | Aged Care |
| Business Unit/Program: | Service Delivery |
| Reports to: | Director of Care, Registered Nurse |
| Position Purpose: | The role requires the building of strong positive relationships with consumers and the delivery of personal care and assistance to meet their individual clinical care, wellness and lifestyle needs. The role works in partnership with the consumers, their carers and family/friends, guardians, trustees or advocates and has a level of accountability for the quality of work performed. The individual clinical care, wellness and lifestyle assistance will be delivered in a manner that: * is in accordance with the values, policies and procedures of Mission Australia;
* strives to maintain and enhance consumer health and wellness, capabilities, independence, choice, privacy, dignity and safety;
* reflects current knowledge and best practice in clinical care and lifestyle service delivery;
* fosters best practice and effective performance by employees and an ongoing learning environment;
* ensures a safe working and living environment;
* is cost effective in operation;
* is always striving to improve the quality of service provided;
* fulfils Mission Australia’s duty of care, legal and professional practice responsibilities; and
* ensures the facility, grounds and equipment are maintained in a safe and homelike manner
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**Position Requirements (What are the key activities for the role?)**

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| **Key Result Area 1**  | **Relationship Management** |
| **Key tasks** | **Position holder is successful when** |
| * Build strong relationships with individual consumers in order to understand their needs and develop their sense of autonomy and independence
* Work with consumers to increase their confidence and work with their strengths
* Communicate clearly with families, carers, friends, advocates, Guardians, Trustees, other health professionals or related agencies
* Work with the rest of the team (clinical and non-clinical) to enable a proactive, supportive environment responsive to any change in the consumer’s wellbeing
 | * Friendly and professional relationships have been formed and consumers are able to discuss their needs easily with the staff member
* A strength-based approach is used following the strategies agreed in the consumer’s Care Plan, integrating Dignity of Risk considerations
* Family members, carers, friends, advocates, Guardians, Trustees and health professionals are kept up to date on the consumer’s progress and any changing needs
* Participation in team (clinical and non-clinical) care meetings
* Effective use of communication tools including running sheets, handover notes, staff guide to incident reporting, Riskware and other resources
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| **Key Result Area 2** | **Support and Care Planning**  |
| **Key tasks** | **Position holder is successful when** |
| * Provide personal care (showering, dressing etc), maintaining dignity, privacy and confidentiality and promoting independence
* Maintain an awareness of Dignity of Risk and how it applies to consumer care
* Follow the individualised consumer Care Plan and provide feedback related to any changes of need or those related to safety and/or wellbeing
* Deal effectively with a range of consumer behaviours related to homelessness, mental health or drug and alcohol issues
* Generate ideas related to possible care interventions
* Maintain a safe, clean and homely environment by assisting with laundry, room cleaning and food service as required.
 | * Consumers needs are met in relation to personal care and lifestyle
* Personal care is delivered in line with the consumer’s Care Plan.
* Issues are dealt with effectively and in line with Mission Australia policy and procedures.
* Individual consumer needs are catered for and care interventions matched.
* Facilities are monitored for cleanliness, safety, access and homeliness
* Care and lifestyle approaches are provided in line with Mission Australia policy and procedures
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| **Key Result Area 3** | **Medication and Medical Care** |
| **Key tasks** | **Position holder is successful when** |
| * Administer medications as prescribed, in accordance with instructions provided by the Medical Officer (GP) as per the consumer’s medication chart.
* Oversee the use of medication by consumers who have been assessed as able to self-administer by a Medical Officer
* Follow care instructions related to any other medical treatment issues such as wound management, infection and anti-microbial stewardship, weight loss, falls prevention etc.
* Adopt a Harm Minimisation approach to issues related to consumer drug use/misuse
* Appropriate escalation together with accurate and contemporaneous documentation around any medication or medical issues
 | * Medication Administration Training is completed and annual training attended and successfully completed.
* Medical errors are reported and documented and immediate action taken.
* All care and lifestyle instructions are followed as per Care Plan and RN instruction.
* Any changes to consumer wellbeing is communicated and documented in a timely manner.
* Any changes in consumer behaviour that may indicate drug use/misuse is reported and monitored in order to reduce clinical and WHS risk.
* All medication to be given as per Mission Australia policy and procedures.
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| **Key Result Area 4** | **Accurate Documentation** |
| **Key tasks** | **Position holder is successful when** |
| * Record the status of the consumer in relation to any observed and/or reported changes to their condition in their medical record
* Escalate any concerns around the consumer’s health and wellbeing (either physical or related to their mental health) to the RN in charge or the Director of Care and ensure that this is documented
* Ensure that any incidents (clinical or WHS) are reported through the Incident Management system, Riskware, with responsibility for same-shift reporting.
 | * Reviews of consumer Care Plans and Medication Administration documents demonstrate accurate recording of consumer changes or any medication issues
* Documentation is concise and accurate.
* Reporting is completed in Mission Australia electronic files and systems.
* Documentation is line with Mission Australia policy and procedures.
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| **Key Result Area 5** | **Workplace Health and Safety and Aged Care Standards** |
| **Key tasks** | **Position holder is successful when** |
| * Adhere to WHS and Infection Control standards at all times
* Follow Emergency Procedures, including an awareness of evacuation drills and be prepared to act in the event of an emergency situation
* Maintain knowledge and continue with professional development in the area of the Aged Care Standards
* Develop knowledge of homelessness, mental health and drug and alcohol issues
* Follow all Mission Australia WH&S policy and procedures
* Utilise all appropriate safety equipment at all times
 | * Emergency situations are dealt with effectively in accordance with Emergency Plans and Procedures
* Yearly Mandatory Training Competencies are maintained
* New knowledge of homelessness, mental health and drug and alcohol issues are applied to consumer care.
* Safety equipment is used appropriately to minimise the risk of harm.
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| ***Note - Employees may also be required to perform other tasks/duties or work as reasonably requested to meet Position, Program, Funder or Mission Australia requirements.*****U Work Health and Safety** Everyone is responsible for safety and must maintain:* A safe working environment for themselves and others in the workplace.
* Ensure required workplace health and safety actions are completed as required.
* Participate in learning and development programs about workplace health and safety.
* Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

**Purpose and Values** |
| * Actively support Mission Australia’s purpose and values.
* Positively and constructively, represent our organisation to external contacts at all opportunities.
* Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
* Operate in line with Mission Australia policies and practices (e.g. Financial, HR, etc.).
* To help ensure the health, safety and welfare of self and others working in the business.
* Follow reasonable directions given by the company in relation to Work Health and Safety.
* Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.
* Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards.
* Contribute to an organisational culture that promotes Mission Australia’s [commitment to the safety and wellbeing of all children and young people](https://www.missionaustralia.com.au/what-we-do/children-youth-families-and-communities/keeping-children-and-young-people-safe).
* Actively support Mission Australia’s Reconciliation Action Plan.
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**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role** |
| * Certificate IV or equivalent in Aged Care.
* Experience working in the area of Aged Care and/or Mental Health or comparable.
* The ability to work independently and to accept a level of responsibility.
* Be respectful of consumer dignity and choice, with the consumer being at the centre of their care.
* Possess well-developed communication and interpersonal skills.
* Understanding of Medication Administration.
* Understanding of WHS and Infection Control principles.
* First Aid (desirable)
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| **Key challenges of the role** |
| * Dealing with a unique cohort of consumers who are socially vulnerable and have mental health and/or drug issues.
* Dealing with longer-term mental health consumer how have been homeless or resident in long-term facilities prior to their admission.
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**Compliance checks required**

**Working with Children** [ ]

**NDIS Worker Check Clearance** [x]

**National Police Check** [x]

**Driver’s Licence** [ ]

**Other (prescribe)** [ ]  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Approval** First Name Last Name Day Month Year

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| **Manager name**  |  | **Approval date** |  |