

Apto Direct



Apto Group provides best practice community services for individuals with complex needs in the aged, disability and health care sectors

APTO DIRECT COMMUNITY CARE ATTENDANT POSITION DESCRIPTION

APTO GROUP

Position Description

TITLE:	Community Care Attendant
CLASSIFICATION:	Casual or Permanent Part-Time, up to a maximum of 38 hours per week
DIVISION:	Apto Direct

1 POSITION OBJECTIVES

- The Community Care Attendant is accountable to the Apto Direct Service Coordinators for the delivery of quality in-home support services to Consumers as stipulated by Consumer service plans, occupational health and safety and privacy legislation.
- The Community Care Attendant demonstrates a commitment to best practice in aged and disability care, maintaining an optimal level of dignity, comfort and quality of life of Consumers.
- Proactively ensure at all times services are delivered professionally.

2 KEY RESPONSIBILITY AREAS

- Provide quality in-home support services, duties may include, but not limited to: transfers and lifting with a hoist; showering; toileting; grooming; meal assistance/preparation; exercise; domestic assistance; recreation; personal development; communication; mobility; personal administration; shopping; escorting to appointments; and other independent living skills.
- Ensure in-home support services and assistance to Consumers is delivered, as determined by the assessed Consumer Service Plan.
- Create a warm and caring environment in which respect, independence, confidentiality, empathy and comfort of Consumers is paramount.
- Monitor Consumer needs and conduct Occupational Health and Safety assessments and reviews ensuring a high level of service delivery and safe working environments.
- Keep the Service Coordinators appropriately informed on the current state of your working environments and Consumers, and report any points likely to impact a Consumer's health, welfare and/or needs, or influence Apto Group operations or service delivery.
- Provide advice to Consumers, facilitate communication between Service Coordinators and Consumers, provide feedback and liaise with Service Coordinators in a timely and professional manner to ensure a high level of service quality and efficiency.
- Participate in the performance appraisal reviews undertaken on an annual basis.
- Participate in regular meetings with Service Coordinators for support, communication, advice and knowledge sharing of Consumer care when relevant.
- Undertake an appropriate response to emergencies in relation to Consumers and yourself, and ensure appropriate documentation is completed.
- Keep up to date with developments, legislation and regulations relevant to the areas of responsibility.
- Exercise initiative and judgement in applying established procedures.
- Participate in the development and review of any Apto Group policies, procedures and guidelines as required.
- Participate in organisational teams and programs as required.
- Respect and consciously engage and work with other staff from across the organisation by sharing skills and knowledge as appropriate.

- Observe requirements of Occupational Health and Safety legislation, relevant to the position and adhere to Apto Group policies and procedures regarding Occupational Health and Safety.
- Observe appropriate Apto Group policies and procedures regarding day to day operations including Confidentiality and Public Comment policy, Equal Opportunity policy, Harassment policy, Privacy policy and Apto Group’s Code of Conduct.

3 KEY COMPETENCIES

- Knowledge of community aged and disability care services.
- Consumer service orientation with pleasant professional manner.
- High level of interpersonal and communication skills to communicate with Consumers and their families.
- Awareness of, and sensitivity to, the requirements of people from different cultural backgrounds.
- Understanding of OH&S requirements and demonstrated knowledge of manual handling techniques.
- Competency to administer medication in accordance with regulations, guidelines and policy.
- Understanding of infection control standards and standard precautions.
- Successfully achieving the required learning outcomes in the mandatory training units specified for completion throughout the year in your own time on-line, as notified by the Service Coordinators.
- Ability to solve problems and an understanding of when to alert Service Coordinators to problems.
- Sound judgement in making decisions.
- Capacity to be discreet and maintain Consumer privacy and confidentiality.
- Ability to accurately report and complete relevant documentation.
- Ability to work unsupervised.
- Demonstrated ability to be punctual and reliable.

4 ORGANISATIONAL RELATIONSHIP

Reports to:	Service Coordinators
Internal Liaisons:	All Departmental and Divisional staff, Managers and other Apto Group staff as appropriate
External Liaisons:	Consumers, Consumer’s carers and family, Case Managers and counterparts from other community organisations and the General Public

5 ACCOUNTABILITY AND EXTENT OF AUTHORITY

This position is directly responsible to the Service Coordinators to ensure all tasks required for the delivery of quality in-home support services to Consumers are implemented in accordance with Consumer care plans, relevant legislation and Apto Group policies and procedures. The freedom to act is governed by established operational procedures and guidelines and the provisions of relevant legislation, regulations and Apto Group policies.

This position is responsible for ensuring the delivery of services and requires an ability to work with a minimum of supervision and to set priorities within the key responsibility areas of the position.

This position is directly responsible for the regular reporting and referral of relevant and/or significant issues of Consumer care, conditions and needs, and OH&S issues to the Service Coordinators.

6 JUDGEMENT AND DECISION MAKING

This position will be responsible for the delivery of quality in-home support services to Consumers on an individual basis and operate with some autonomy and apply initiative and judgement. The incumbent will be required to make decisions at the operational level within clearly defined procedures and policies and utilising methods, procedures and processes developed from theory or precedent. Guidance and advice is available to reinforce learned practices. Implementation of emergency procedures may be required under supervisory direction.

The incumbent will make decisions on day to day processing of specific Consumer care needs as stipulated by care plans, occupational health and safety and privacy legislation. Incumbent will be required to deliver and monitor work quality and performance.

7 SPECIALIST KNOWLEDGE AND SKILLS

- Specific knowledge and skills required to carry out the duties and functions of the position.
- Sound knowledge of the principles and practices underlying the aged care and disability service sector.
- Ability to prioritise time and organise work according to directed tasks.
- Ability to solve problems and an understanding of when to alert management to problems.
- Demonstrated ability to maintain confidentiality and privacy.
- Observation and reporting skills.
- Understanding and competence in basic administrative skills in completion of required documents.
- Knowledge of the *Aged Care Act 1997 (Cth)*, *Disability Act 2006 (Vic)* and relevant government policies.

8 INTERPERSONAL SKILLS

- Ability to communicate effectively and empathically with Consumers.
- Ability to relate effectively with a diverse range of people.
- Ability to work without direct supervision, but within directed framework.
- Ability to cooperate and communicate with Service Coordinators, and other staff.
- Willingness to undertake training programs.
- Proven ability to ensure confidentiality provisions are observed at all times.
- Ability to represent Apto Group in a positive and professional manner.

9 INHERENT PHYSICAL REQUIREMENTS

- Ability to undertake repetitious, physically demanding tasks.
- Ability to drive an automatic vehicle.
- Ability to read computer screens and fine print on documents.
- Ability to communicate clearly by telephone and face to face.

10 QUALIFICATIONS AND EXPERIENCE

- Certificate III or higher qualification in Aged Care or Home and Community Care and/or Certificate IV in Disability Work, or equivalent qualification.
- Demonstrated experience in the aged care and/or disability home care services.

- Basic understanding of first aid procedures, with completion of Apply First Aid (HLTFA301B).
- Current Police Check (less than 3 years old), and an International Police Check if you have been a citizen or permanent resident of another country other than Australia since turning 16 years of age, or if you have resided continuously in an overseas country for 12 months or more in the last 10 years.
- Working With Children Check (less than 5 years old), to work with children under the age of 18.
- Current Victorian Driver's Licence, a reliable registered car, car insurance and a telephone are necessary.
- The ability to speak a language other than English is desirable.

11 KEY SELECTION CRITERIA

- Relevant qualifications and experience in a similar role.
- Demonstrated understanding of the statutory regulations pertinent to aged and/or disability care.
- Genuine interest in aged and/or disability care with awareness and understanding of the philosophies of healthy ageing and independent living.
- Proven ability to successfully liaise and work cooperatively with a wide range of staff.
- Ability to work autonomously with a high degree of initiative.
- Highly developed communication, interpersonal and organisational skills.
- Demonstrated high level of personal drive, determination, passion and ambition.

12 CONDITIONS OF EMPLOYMENT

Conditions of employment are as per this Position Description, the Apto Group Collective Workplace Agreement, Apto Group policies and procedures and the letter of offer.

Code of Conduct - employees must understand and comply with the Apto Group Code of Conduct.

Employment Status – prior to commencement of duties the successful applicant must provide proof of permission to work in Australia.

Health Declaration – the preferred applicant is required to complete a Health Declaration form and return it to the Occupational Health and Safety Coordinator (Human Resources Department) **prior to commencement.**

Hours – as stated in your Employment Letter of Offer.

International Police Check – this position is subject to the successful applicant having a satisfactory International Police Check prior to commencement at your expense if you have been a citizen or permanent resident of another country other than Australia since turning 16 years of age, or if you have resided continuously in an overseas country for 12 months or more in the last 10 years.

Mandatory Training – you must successfully achieve the required learning outcomes in the mandatory training units specified for completion throughout the year in your own time on-line.

Multi-skilling – the employee may be directed to carry out any duties within the limit of his/her skills, competence and training, provided that such duties do not promote a narrowing of their skill base.

Police Check – this position is subject to the successful applicant having a satisfactory Police Check prior to commencement at your expense and then every three years.

Recreation Leave – annual leave must be taken at times that are mutually agreeable to both employee and employer, within twelve months of it falling due.

Risk Management – employees must understand and comply with risk management policy and procedures.

Sick Leave – a medical certificate may be required for any absence and must be provided for sick leave exceeding two working days or absence on the working day before or after annual leave or public holiday.

Smoking – smoking is prohibited within all Apto Group buildings and in Apto Group vehicles.

Tenure – as stated in your Employment Letter of Offer.

Uniforms and ID Tags – once supplied, you must always wear your uniform and ID Tag to all services.