

Position Description

Direct Care Worker – BlueStar Program

Responsible to:	BlueStar Manager
Location:	As per contract of employment
Qualifications:	Minimum qualification Certificate III or IV in Home and Community Care

Primary Objective

To provide a range of high quality in home support services to older people, people with a disability and their carers / family in accordance with BlueStar Care Services policy and procedures to enhance / maintain their independence and quality of life while living at home. The role will include some household cleaning to support clients to maintain a clean, comfortable and safe environment

Position Objectives

The Direct Care Worker services include the provision of:

- Personal care including bathing, dressing, grooming, toileting, assistance with mobility and eating. Personal care is provided to clients who require assistance to perform activities of daily living due to illness, disability or frailty
- Undertake general household cleaning and escorting clients shopping, to appointments and bill paying
- Respite care provides regular carers with a break from their caring duties and the person being cared for is provided with support, activities or an outing

1. Service Delivery

- Provide assistance with a range of domestic assistance, personal care and respite task to clients of BlueStar in accordance with service plans and BlueStar Care Services policy and procedures
- Support clients to maintain and/or develop independent living skills and routines in order to promote individual levels of independence in accordance with the Active Service Model.
- Undertake all activities in a safe manner for self, client and others
- Monitor the physical, social and emotional well being of the client and report issues/significant changes or decline in client's health to the service co-ordinator/ team leader
- Be responsible for taking immediate action in an emergency to ensure the safety of clients, themselves and the community
- Resolve minor problems/enquires/requests and refer issues to the service co-ordinator/ Team leader where required

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- Develop an effective, positive and respectful working relationship with clients respecting cultural values and beliefs
- Attend and participate in staff meetings and opportunities for skill development and training
- Maintain, record and submit accurate timesheets relating to service hours and work related travel
- Perform the required administrative tasks accurately and in a timely manner
- Perform all tasks in accordance with Jewish Care's policies and procedures
- Maintain client confidentiality and privacy
- Provide excellent customer service to all internal and external customers
- Represent BlueStar and Jewish Care in a professional manner

2. Quality Services

- Take responsibility for the quality of work performed for clients as allocated by service coordinator/ team leader in accordance with BlueStar Policies and Procedures
- Be accountable for the independent and timely completion of tasks
- Be accountable for the reliable monitoring of clients and reporting to the service □ co-ordinator/team leader

3. Working Together

- Work effectively and co-operatively as a member of the BlueStar team
- Work within the guidelines, policies and procedure and directions given by the service co-ordinator / team leader
- Work as part of a team and attend team meetings as rostered

4. Time Management

- Plan and organise one's own work to meet the requirements of the fortnightly roster
- Work within established timeframes with minimal supervision
- Undertake basic record keeping and administration

5. Occupational Health and Safety

- Be aware of safe working conditions and manual handling procedures and as outlined in Jewish Care's Occupational Health and Safety (OH&S) Manual and in accordance with Occupational Health and Safety Legislation and implement safe working practices in all work areas
- Be aware of and follow infection control guidelines and food handling procedures.
- Follow BlueStar policy and instructions in relation to wearing personal protective safety wear

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- Report all incidents and potential hazards to the appropriate service co-ordinator
- Follow up on hazard corrective actions
- Maintain knowledge and skills relevant to the position through participation in the staff development program. This includes attending mandatory training – organisational orientation, OH&S and fire safety, as well as other professional updates as they occur

Organisational Context

Jewish Care, a not-for-profit organisation, is the largest provider of aged and community services for the Jewish Community in Victoria. Its Mission is 'To support and enhance the wellbeing of the Jewish Community of Victoria.' It aims to be accessible to all members of the Jewish Community and becoming recognised as the first point of call for support and assistance. It provides a vital 'whole-of-life' range of professional care, services and facilities, including Aged Residential Care, Assessment Referral and Individual Support Services, Community Aged Care Packages, Linkages, Disability, Mental Health, Youth and Family Services and Holocaust Survivors Programs

Key Activities

Element	Key Activity	Frequency
Work Environment	Works from multiple client's home / sites	Daily
	Outside environment – entering and exiting client's premises	Daily
	Wet areas – bathroom, toilet, kitchen and laundry	Daily
	Possible climbing of stairs in client's homes	Daily
	Shift work	Daily
Psychological	Provide care to people who may have dementia / may display behaviours of concern	Daily
	Provide care to people who may display behaviours of concern	Occasionally
	Interact with people from a diverse range of cultural backgrounds	Daily
Manual Handling	Twisting, pulling, pushing, bending, lifting, kneeling, squatting, reaching	Daily
	Carrying of equipment – vacuum, mop, bucket	Daily
	Standing	Daily
	Walking	Daily

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	Assistance with transferring – (Personal carer)	Daily
Administrative Tasks	Hand writing – timesheets, incident reports, shopping lists,	Frequently
Environmental responsibilities	Carry out duties in accordance with Infection Prevention and OHS Policies	Daily

Key Selection Criteria

Essential:

- Demonstrated experience working with and understanding of the issues of frail aged people, people with dementia, people with disabilities and their carers
- Experience in performing a range of household and personal assistance tasks
- Ability to monitor client well-being and communicate concerns to service co-ordinators / team leaders
- Ability to prioritise time and organise work according to directed tasks
- Ability to relate and communicate with older people, people with a disability and their carers / families
- Demonstrated ability to maintain confidentiality and privacy
- Effective verbal and written communication skills
- Demonstrated ability to provide excellent customer service
- Ability to respond appropriately to an emergency situation
- Effective administrative skills in completion of time sheets, travel records and basic forms.
- Certificate III in Home and Community Care (or equivalent qualification)
- Current Victoria Driver's Licence, a reliable roadworthy car and a mobile phone ☐ Available to work weekends and irregular hours as service requires

Desirable

- A relevant second language
- Knowledge of the Jewish community and the special needs of Holocaust survivors
- Basic understanding of the ageing process, the effects of dementia and related conditions physical and sensory impairments, incontinence, psychiatric and intellectual disabilities ☐ First Aid Certificate

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Key Performance Indicators

- Service delivery is provided in accordance with the care plan and task list and in line with BlueStar policy and procedures
- Activities are undertaken in accordance with Jewish Care Victoria Occupational Health and Safety Legislation policies and procedures
- Services are provided within established timeframes
- Contribution to BlueStar team and Jewish Care Victoria
- Undertake timely reporting regarding a client's situation and issues
- Accurate completion of documentation and administrative tasks
- Development of effective relationships with key stakeholders
- Compliance with Jewish Care values, policies and procedures

Pre-Requisites

- Working With Children Check
- A current annual flu vaccination and to provide a certificate as evidence
- Police Check (*Jewish Care will facilitate*)
- Unrestricted right to work in Australia (*Visa evidence required*)

Values

- Demonstrates and upholds the Jewish Care Values, Vision and Mission at all times

Customer Service

- Providing excellence in support and care at all times
- To provide customer focused service underpinned by the principles of Choice, Accessibility, Partnership, Independence, Evidence Based, Advocacy and Diversity

Occupational Health & Safety

- Maintain a duty of care at all times; ensure that work practices and behavior is not harmful to others
- To protect own health and safety and that of others whilst at the workplace
- Comply with Jewish Care Victoria's OH&S policies and processes

Other

- Understanding of (or willingness to learn) the specific requirements of the needs of a Jewish Not-for-Profit organisation
- Attendance at in service education programs as required

Position Description

Employee Acknowledgement

Please sign and date to acknowledge you have read and understood this position description.

Name:

Signature:

Date:

A signed copy of the position description must be returned to:
People & Culture at 619 St Kilda Road, Melbourne VIC 3004 or P&C@jewishcare.org.au



Jewish Care proudly celebrates and warmly welcomes the rich diversity of our community and strives to be inclusive for all, including the LGBTI+ community.