



JOB ROLE PROFILE	SUPPORT/CARE WORKER	DATE
PURPOSE	<p>The Job Role Profile - Support/Care Worker identifies the language, literacy and numeracy standards required to perform effectively in the role.</p> <p>The table below identifies typical tasks, and states the level of workplace standard applicable to the tasks.</p>	

TASK	WORKPLACE STANDARD/S
READING	
<p>Read, understand and appropriately action the following documentation:</p> <p>Client-related:</p> <ul style="list-style-type: none"> › Care plans › Progress reports › Communication books › Medication charts/Webster packs › Client/resident support documents › Workplace signage › Material Safety Data Sheets and other WHS information › Leisure lifestyle activity documents <p>Organisation-related:</p> <ul style="list-style-type: none"> › Operating Instructions for equipment › Standard Operating Procedures (SOPs) › Maps › Surveys › Policies and procedures › Organisational documents › Email and other electronic communication › Minutes/memos 	<p>Assumes independent work with familiar supports, mostly familiar context and routine texts and may involve a number of steps.</p> <ul style="list-style-type: none"> › Select and apply strategies and procedures needed to perform a range of tasks after reading appropriate documents (care plans) › Interpret information from a range of tables, charts, graphics, e.g. medication charts /Webster packs › Read and interpret a flowchart or diagrammatic document, e.g. organisational chart › Use workplace software and access assistance › Use both online and hard copy documents to find information, e.g. policies and procedures › Identify key messages in longer documents, e.g. progress reports

TASK	WORKPLACE STANDARD/S
WRITING	
<p>Complete and/or prepare:</p> <ul style="list-style-type: none"> › Organisational forms › Progress notes › Time sheets › Emails and other electronic communications › Communication books › Minutes › Client/resident support documents › Surveys 	<p>Works independently and uses own familiar support resources.</p> <ul style="list-style-type: none"> › Write a routine report, e.g. an accident report, incident report, or summary of a case. › Enter routine data into a client management system. › Use email for routine communication. › Complete a work-related routine survey.
NUMERACY	
<p>Complete time sheets.</p> <p>Undertake measurements, including:</p> <ul style="list-style-type: none"> › Medication measurements relevant to job role › Liquid measurements, e.g. How much liquid has someone consumed? <p>Maintain required timelines:</p> <ul style="list-style-type: none"> › Keep to workplace schedule › Ensure clients are at appointments and lunch on time 	<p>May work with expert/mentor where support is requested.</p> <ul style="list-style-type: none"> › Measure familiar and predictable quantities using simple and routine measuring instruments. › Keep a record of hours of work and fill in a timesheet. › Read and interpret timetables and schedules.

TASK	WORKPLACE STANDARD/S
ORAL COMMUNICATION	
<p>Verbally communicate with:</p> <p>Residents and clients to:</p> <ul style="list-style-type: none"> › source client/resident preferences › assess levels of comfort › keep resident/client engaged with the community › inform residents of tasks/activities being undertaken › communicate appropriately with clients who have dementia or other cognitive conditions and disabilities <p>Families to:</p> <ul style="list-style-type: none"> › provide resident/client update › have general conversation <p>Team members/peers for:</p> <ul style="list-style-type: none"> › appropriate workplace communication › hand-over information <p>Appropriate verbal communication to:</p> <ul style="list-style-type: none"> › hold general conversation › conduct workplace communication › deal with difficult behaviour › provide workplace instruction › provide constructive feedback/input › participate in meetings and other forums 	<p>Works independently and uses own familiar support resources.</p> <ul style="list-style-type: none"> › Listen and respond to routine customer complaints requiring limited negotiation. › Listen to clear, sequenced instructions with several steps and ask clarifying questions when required. <p>Works independently and initiates and uses supports from a range of established resources</p> <ul style="list-style-type: none"> › Deal with conflict and difficult behaviour, listening actively to clarify points and differing opinions to resolve issues. › Present a workplace procedure to a colleague or manager. › Facilitate team discussions and negotiations, suggested workplace practice changes or suggestions. › Negotiates with others to achieve desired outcomes using a range of oral strategies, e.g. persuasion, presenting an opinion or presenting options for compromise.
LEARNING	
<p>Participates in ongoing learning and professional development.</p> <ul style="list-style-type: none"> › Understands own style of learning. › Apply new strategies and techniques. › Actively participate in performance reviews. › Identify learning and professional development opportunities. › Proactive in sourcing information for ongoing learning and development. › Accepts guidance and advice from mentors and workplace coaches. › Act in a buddy or mentor role. › Provide instruction. › Provide learning feedback as buddy. 	<p>Works independently and uses own familiar sources.</p> <ul style="list-style-type: none"> › Familiar with own strengths and weaknesses as a learner and take these into account when selecting learning options. › Will approach trusted, more experienced colleague to act as sounding board or mentor.

TASK	WORKPLACE STANDARD/S
DIGITAL LITERACY	Assessed as necessary skills
<p>Use of organisational systems/technology, including:</p> <ul style="list-style-type: none"> › Mobile devices › Video-conferencing such as Skype, etc. › Telehealth <p>Work in an online environment</p> <ul style="list-style-type: none"> › Support residents in digital literacy › Order groceries online › Support health professionals to monitor health status of residents 	<ul style="list-style-type: none"> › Operate or follow instructions to operate mobile devices. › Access and interpret information from familiar software programs, e.g. instant messaging, reports, spreadsheets. › Select personally relevant information online. › Use online shopping sites for client needs and requests, e.g. online grocery shopping. › Navigate and use appropriate workplace online tools and resources. › Use basic office equipment, e.g. photocopier, telephone, etc. <p><i>NB: Familiarisation with some or all of the above skills should be included as part of staff induction program.</i></p>