



POSITION	SUPPORT/CARE WORKER	DATE	
LOCATION		EMPLOYMENT TYPE	Full-time, part-time, casual
REPORTS TO	Registered or Enrolled Nurse in charge	MANAGER	Director of Care
LEVEL OF RESPONSIBILITY	Works under the direction and supervision of nursing staff		
ORGANISATION CONTEXT	<i>[Insert name of organisation]</i> is a fully accredited aged care organisation providing contemporary residential and home and community services. Our values include: <i>[List organisational values]</i>		
POSITION PURPOSE	The role of the Support/Care Worker is to provide high-quality care to residents in accordance with: <ul style="list-style-type: none">› organisational policies and procedures› organisational vision and values› accreditation standards› statutory legislation, regulations and industry codes of practice.		
KEY RELATIONSHIPS	INTERNAL <ul style="list-style-type: none">› Staff› Residents› Volunteers	EXTERNAL <ul style="list-style-type: none">› Residents' relatives and friends› Advocates› Visitors› Medical and allied health professionals	

1. SELECTION CRITERIA

1.1 ESSENTIAL

- › Certificate III in Individual Support or equivalent. Partial Certificate III may be considered in some circumstances.
- › Current satisfactory National Police Certificate.
- › A commitment to the holistic care and wellbeing of the elderly and genuine interest in working with the elderly.
- › Demonstrated effective written, oral and interpersonal communications skills (see attached job role profile).
- › Ability to follow written and oral instructions.
- › Ability to complete workloads within a busy environment that may have changing priorities.
- › *[List additional essential requirement]*

1.2 DESIRABLE

- › Experience in working in residential or home and community care.
- › Experience working in a team.
- › Experience in writing progress notes or other care documentation (see attached job role profile).
- › First aid certificate
- › *[List additional desirable requirement]*

2. LANGUAGE, LITERACY AND NUMERACY SKILLS

READING

Read, understand and action:

- › client-related documentation
- › organisational-related documentation

WRITING

Complete and/or prepare:

- › Organisation forms
- › Progress/care notes
- › Other documentation

NUMERACY

- › Completes time sheets.
- › Undertake measurements.
- › Maintain required timelines.

ORAL COMMUNICATION

Verbally communicate with:

- › residents and clients
- › families
- › team members, peers and colleagues

LEARNING

Participate in ongoing learning and professional development.

DIGITAL LITERACY

Use organisational technology.

The attached **Job Role Profile** for the Support/Care Worker contains a comprehensive list of tasks relevant to the role. The profile describes the language, literacy, numeracy and digital literacy skills required and the corresponding standard/level descriptions required for each task.

3. ROLE RESPONSIBILITIES	
3.1. PERSONAL CARE	<ul style="list-style-type: none"> › Attend to personal care activities of residents in accordance with care plans. › Assist residents to perform tasks to maintain their own independence. › Encourage and motivate residents to participate in leisure and lifestyle and other social or spiritual activities. › Document resident progress notes and behaviour in a clinical database. › <i>[List additional personal care responsibilities.]</i>
3.2. WORKPLACE HEALTH AND SAFETY	<ul style="list-style-type: none"> › Engage in safe work practices in accordance with organisational WHS policy and procedure. › Maintain a safe work environment for residents, visitors, colleagues and self. › Do not engage in discriminatory, bullying or harassing behaviour. › Report and document incidents and accidents in accordance with organisational WHS policy and procedure. › <i>[List additional WHS responsibilities]</i>
3.3. COMMUNICATION	<ul style="list-style-type: none"> › Maintain and respect resident and organisational confidences at all times. › Demonstrate empathy and understanding for residents, their families and other members of staff. › Actively participate in meetings and discussions in a constructive manner. › <i>[List additional communication responsibilities.]</i>
3.4. SELF-ORGANISATION	<ul style="list-style-type: none"> › Work as part of a busy team and be supportive of other team members. › Prioritise tasks and make effective use of work time to ensure delivery of high-quality resident care. › Understand the needs and respect the dignity of the elderly. › <i>[List additional self-organisation responsibilities.]</i>
3.5. PERFORMANCE	<ul style="list-style-type: none"> › Endeavour to perform duties to a high standard. › Perform role in a positive manner. › Actively participate in organisational performance appraisal procedure. › Engage in regular discussions with manager/supervisor to receive and provide feedback. › <i>[List additional performance responsibilities.]</i>
3.6. EDUCATION, TRAINING AND PROFESSIONAL DEVELOPMENT	<ul style="list-style-type: none"> › Participate in mandatory training as outlined in the organisational training and professional development policy › Actively pursue learning and skill development opportunities. › Participates in non-mandatory training, in-service training and external training as part of own professional development program. › <i>[List additional educational responsibilities.]</i>