

Support/Care Worker

PURPOSE

The Job Role Profile – Support/Care Worker identifies the language, literacy and numeracy standards required to perform effectively in the role.
The table below identifies typical tasks, and states the level of workplace standard applicable to the tasks.

READING		WRITING	
TASK	WORKPLACE STANDARD/S	TASK	WORKPLACE STANDARD/S
<p>Read, understand and appropriately action the following documentation:</p> <p>Resident/Client-related:</p> <ul style="list-style-type: none"> › Care plans › Progress reports › Communication books › Medication charts/dose administration aides › 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/dose administration aides › Read and interpret a document, e.g. organisational chart › Use workplace software and access assistance › Use both online and hard information, e.g. policies and procedures › Identify key messages in longer documents, e.g. progress reports 	<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 objective Progress Notes about services or a client › 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			
TASK	WORKPLACE STANDARD/S	TASK	WORKPLACE STANDARD/S
<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 		

ORAL COMMUNICATION	
TASK	WORKPLACE STANDARD/S
<p>Verbally communicate with 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 clients/residents of tasks/activities being undertaken › Communicate appropriately with clients/residents who are living with 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 › Describe a workplace procedure to a colleague or manager › Participate in 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	
TASK	WORKPLACE STANDARD/S
<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

DIGITAL LITERACY	
TASK	WORKPLACE STANDARD/S Assessed as necessary skills
<p>Use of organisational systems/technology, including:</p> <ul style="list-style-type: none"> › Mobile devices › Email › Video-conferencing such as Skype, etc. › Telehealth <p>Work in an online environment:</p> <ul style="list-style-type: none"> › Support clients/residents in digital literacy › Order groceries online › Support health professionals to monitor health status of clients/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>NB: Familiarisation with some or all of the above skills should be included as part of staff induction program</p>

Hospitality Services

PURPOSE

The Job Role Profile – Hospitality Services identifies the language, literacy and numeracy standards required to perform effectively in the role.
The table below identifies typical tasks, and states the level of workplace standard applicable to the tasks.

READING		WRITING	
TASK	WORKPLACE STANDARD/S	TASK	WORKPLACE STANDARD/S
<p>Read, understand and appropriately action the following documentation:</p> <p>Kitchen:</p> <ul style="list-style-type: none"> › Workplace signage › Information › Dietary requirements/preferences › Recipes <p>Catering and domestic:</p> <ul style="list-style-type: none"> › Workplace signage › Material safety data sheets and other whs information › Standard operating procedures (SOPS) › Schedules (e.g. Cleaning, meal service times, duties schedule) › Surveys › Policies and procedures › Rosters › Time sheets, incident reports and hazards, etc. › Email and other electronic communications › 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 the strategies and procedures needed to perform a range of tasks after reading appropriate documents › Interpret information from a range of tables, charts, and graphics › 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 	<p>Complete and/or prepare:</p> <ul style="list-style-type: none"> › Organisational forms › Time sheets › Email and other electronic communications › Communication books › Notes › Workplace surveys › Checklists 	<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, communication book entry, etc. › Enter routine data into organisation forms › Use email for routine communication › Complete a work-related routine survey
NUMERACY			
TASK	WORKPLACE STANDARD/S	TASK	WORKPLACE STANDARD/S
<p>Complete time sheets</p> <p>Undertake measurements, including:</p> <ul style="list-style-type: none"> › Quantity of food and drink › Metric conversions (catering) › Measurement of cleaning liquids › Understand time and dates, including use-by dates and temperature <p>Maintain required timelines:</p> <ul style="list-style-type: none"> › Keep to workplace schedule › Prepare and serve food on time › Keep to cleaning schedules 	<p>May work with expert/mentor where support is requested</p> <ul style="list-style-type: none"> › Measure quantities using simple and routine measuring instruments › Keep a record of hours of work and fill in a time sheet › Read and interpret timetables and schedules (rosters) 		

ORAL COMMUNICATION	
TASK	WORKPLACE STANDARD/S
<p>Verbally communicate with:</p> <ul style="list-style-type: none"> › Residents and clients to: <ul style="list-style-type: none"> › source client/resident preferences › inform and gain consent from residents of tasks/activities being undertaken › communicate appropriately with clients and residents who are living with dementia or other cognitive conditions or disabilities › Families, visitors and contractors › Team members/peers to provide hand-over information <p>Appropriately communicate orally:</p> <ul style="list-style-type: none"> › Convey and deliver information from client/resident to others clearly and concisely in a timely manner › Meet, greet and direct › 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 report customer feedback to appropriate person › Listen to clear instructions containing 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 › Describe a workplace procedure to a colleague or manager › Participate in team discussions, negotiations, and suggested workplace practice changes or suggestions › Negotiate with others to achieve desired outcomes using a range of oral strategies, e.g. Persuasion, presenting an opinion or presenting options for compromise

LEARNING	
TASK	WORKPLACE STANDARD/S
<p>Participate 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 <p>Accepts guidance and advice from mentors and workplace coaches</p>	<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 takes these into account when selecting learning options › Will approach trusted, more experienced colleague to act as sounding board or mentor <p>Works independently and initiates and uses support from a range of established resources</p> <ul style="list-style-type: none"> › Gather information on a range of courses, assessing and comparing them to identify the most appropriate learning pathway

DIGITAL LITERACY	
TASK	WORKPLACE STANDARD/S
<p>Use of organisational technology, including:</p> <ul style="list-style-type: none"> › Computers › Mobile devices <p>Work in an online learning environment</p>	<p>Use of organisational technology, including:</p> <ul style="list-style-type: none"> › Computers › Mobile devices <p>Work in an online learning environment</p>