

## POSITION DESCRIPTION

<b>Position Title</b>	Residential Carer (Care Service Employee)
<b>Agreement</b>	The Lutheran Aged Care, NSWNMA & HSU NSW Enterprise Agreement
<b>Location</b>	Albury and The Rock
<b>Status</b>	Full-time, Part Time or Casual
<b>Reporting to</b>	Unit Manager, Registered Nurse (in charge)/EN
<b>Last Reviewed</b>	June 2016

### **Lutheran Aged Care - Overview**

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Lutheran Aged Care (LAC) Albury is a significant service organisation providing a range of aged care services across a number of facilities and the community, designed to meet customer needs. LAC is an independently run, not for Profit Company primarily funded by the Commonwealth. The organisation has a business structure incorporating the Lutheran Church of Australia (NSW district), the Board of Governance and Chief Executive Officer. The services that are part of this structure are Dellacourt Residential Aged Care facility, Yallaroo Residential Aged Care facility, Community Services, Emily Gardens Residential Aged Care facility, Nicholson Park and Pemberton View Independent Living Villages, Administration & Finance, Hotel Services, Property & Maintenance, Quality and Staff Development, Human Resources Management and Support Services (including pastoral care and volunteer coordination), LAC employs approximately 300 staff (including casuals) comprising nursing, personal care, maintenance, management and administrative staff.

### **Role Objective**

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The Residential Carer is responsible for the provision of high quality care to LAC residents in line with care plans, recognised industry standards, LAC Policies and Procedures and relevant legislation. In addition, the Residential Carer works with compassion to achieve independence and quality of life for residents taking into account personal preferences, cultural and spiritual beliefs, health and clinical presentation, and safety.

### **Key Result Areas & Responsibilities**

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#### **Provision of High Quality Care to Residents**

- Attend to resident personal hygiene needs including but not limited to showering, dressing, dental hygiene, toileting, foot and hair care in line with care plans, allied health directions and needs of the unit.
- Provide assistance with medication administration as indicated on Care Plans, Medication Chart and within scope of qualifications.
- Ensure residents are clean, dry and comfortable and that correct continence aids are supplied.
- Promptly respond to requests from residents and attend to urgent needs.
- Ensure that nutritional and hydration needs are satisfied and dispensed safely.
- Observe and immediately report changes in resident behaviour and wellbeing to the Unit Manager or Registered Nurse (in charge)/EN.
- Immediately report unusual resident behaviour or suspected cases of elder abuse.
- In conjunction with Unit Manager or Registered Nurse (in charge)/EN refer residents to hospital in cases of medical emergency.

- Respond to family member / resident representative questions regarding basic care needs;
- Refer resident family members / resident representatives and Doctors to the Facility Manager or Unit Manager regarding clinical or behavioural care needs.
- Under supervision of the Unit Manager or Registered Nurse (in charge)/EN, provide clinical care such as wound care and perform observations.
- Care for personal clothing items with regard for specific washing instructions, labels etc.
- Protect property and possessions by handling with due care, ensuring that items and equipment are labelled, used correctly, maintained adequately and stored safely.
- Encourage a clean, tidy, secure living environment with all residents.
- Liaise with Pastoral Care team as required to ensure resident access to services at any time.

### **Communication & Documentation**

- Ensure accurate and factual documentation of resident observations, behaviours and the care tasks performed for each shift in Manad.
- Complete shift handover to ensure the effective communication of resident information to colleagues.
- Complete all documentation as requested and required under LAC policies and relevant legislation.
- Ensure that all communication with residents and colleagues occurs in a respectful and courteous manner.

### **Teamwork**

- Request assistance from relevant colleagues to provide support to residents as required.
- Provide support to colleagues in the completion of their tasks.
- Act as a 'buddy' to new staff members as required.
- Participate in team meetings as required.
- Participate in LAC's Performance Review process.

### **Regulatory, Quality System & Policy Compliance**

- Ensure tasks are completed within LAC's quality framework and in conjunction with relevant legislation.
- Participate in quality audits and accreditation processes as required.
- Remain informed and comply with new and changing LAC policies.
- Comply with all reasonable instructions to modify tasks or processes as determined by changes in legislation or LAC policy.

### **Support of Lutheran Aged Care Philosophy and Values**

- Understand and demonstrate LAC Philosophy and Values in the performance of tasks.
- Represent LAC with professionalism at all times.
- Adopt a caring, respectful and professional approach in all working relationships.

### **Work Health & Safety Compliance**

- Take reasonable care for your own WHS.
- Ensure that your actions or omissions do not adversely affect the WHS of others in the workplace.
- Consult, cooperate and coordinate activities with each other.
- Comply with reasonable instructions, WHS initiatives and programs, policies and procedures.
- Report identified hazards and work related injuries using agreed procedures.
- Undertake and participate in safety audits, assessments and reviews as required.
- Correct, where possible and immediately report any unsafe situation including any near miss incidents.
- Understand situations that have the potential to be a disaster and emergency.
- Retain knowledge of staff nominated to administer first aid and the Disaster & Emergency Team.

- Ensure you do not perform unfamiliar tasks where you have not received appropriate instruction or training.
- Contribute to the development of a safe and healthy working environment.
- Consult, cooperate and coordinate activities with external agency staff or representatives of other organisations.
- Do not intentionally or recklessly interfere with or misuse anything provided in the interest of WHS.
- Participate in Return-to-Work programs when injured and support the Return-to-Work programs of colleagues.

### **Privacy & Confidentiality**

- Ensure the privacy and confidentiality of residents, staff, volunteers, students and contractors at all times.
- Ensuring that any confidential information that becomes known through the course of employment with LAC remains confidential including information relating to LAC's:
  - business or operational interests;
  - methodology and affairs;
  - financial information; and
  - anything else that is notified as being confidential.

### **Personal Qualities**

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- Honesty, initiative, reliability and discretion
- Cooperation and team participation
- Communication and interpersonal skills
- Empathy and consideration for older persons
- Willingness to develop professionally
- Self motivation and organisation
- Flexibility and responsiveness

### **Selection Criteria**

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#### **Essential**

1. Certificate III in Aged Care (or equivalent) and previous experience providing personal care to the elderly.
2. Excellent interpersonal skills including demonstrated experience interacting with a wide range of people.
3. Excellent and demonstrated written and verbal communicated skills.
4. Ability to establish and maintain professional and appropriate relationships with residents and their families / representatives.
5. Demonstrated ability to maintain confidentiality and privacy.
6. Commitment to respecting the values, customs, preferences and spiritual beliefs of residents and their families / representatives.
7. Commitment to professional development and identifying opportunities for service improvement.
8. Strong organisational and time management skills.
9. Demonstrated ability to work as part of a team.
10. Strong customer service ethic and demonstrated ability to exceed customer expectations.

- 11. Demonstrated commitment to work health and safety including proper manual handling and use of equipment.
- 12. Demonstrated ability to utilise computer based programs and software.

**Relationships**

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This role has specific responsibility to develop strong working relationships with residents and colleagues. This role may also be required to develop relationships with contractors, suppliers and temporary staff as appointed.

**Acknowledgement**

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I hereby acknowledge that I have read and understood the Position Description for this role and am committed to complying with all aspects of the role as described.

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Employee Name, Sign & Date

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Manager Name, Sign & Date