



**BANKSIA
VILLAGES**

BROULEE

POSITION DESCRIPTION

Community Care Employee Level 1

1. POSITION OBJECTIVES

- Provide high quality friendly care services to clients in their own homes.
- Ensure services are delivered in compliance with care plans, accreditation and organisational policies and procedures.

2. SCOPE

The Community Care Employee Level 1 role is responsible for providing a high level of customer service including domestic duties, meal preparation, transportation and assisting clients in basic personal care needs.

3. REPORTING

The Community Care Employee reports to the Community Care Manager.

4. DUTIES & RESPONSIBILITIES

4.1 Care Services

Main activities

- Undertake meal preparation.
- General domestic services, indicative but not exclusive - cleaning of home, making beds and washing, folding and ironing of clothes.
- Undertake shopping on behalf of client.
- Document and record information in relation to client care plans, observations, notes and incidents.
- Ensure all key events and changes are reported to the Community Care Manager.

4.2 General Duties

Main Activities

- Maintain open and supportive customer service relationships with clients, their families and/or representatives by responding to enquiries
- Maintain and contribute to professional and co-operative relationships within Banksia, a culture that is open, supportive, and responds constructively to suggestions comments and complaints from clients, relatives and staff
- Demonstrate a commitment to continuing professional development
- Other duties as requested from time to time in accordance with the scope of the position, employee's skill level and classification under the relevant Award or Agreement

5. **KNOWLEDGE SKILLS & ATTRIBUTES**

5.1 Knowledge

- A desire to work in the Age Care industry (essential)
- Working knowledge of Microsoft Office software and ability to adapt to sector specific software

5.2 Skills

- High level communication skills
- Ability to provide friendly, positive and supportive customer service
- Able to work independently and as part of a team

5.3 Attributes

- Honest, reliable, punctual and well presented
- Able to maintain a high level of confidentiality and discretion
- Highly organised, able to prioritize tasks
- The ability to be empathetic, calm and understanding when dealing with people in a diverse range of circumstances

6. **QUALIFICATIONS, EXPERIENCE & OTHER REQUIREMENTS**

6.1 Qualifications

- Current Drivers Licence
- Own Transport

6.2 Experience

- Minimum 6 months experience in the aged care sector (essential)

6.3 Other Requirements

- Successfully pass a National Police Check
- Successfully pass a physical assessment

7. **WORKING CONDITIONS**

7.1 Hours of Work

Hours of work are on a rotational roster including weekends and public holidays

Hours and days of work are subject to change in accordance with operational requirements.

7.2 Award/Industrial Instrument

Remuneration and working conditions will be in accordance with the Banksia Village NSWNMA and HSU Enterprise Agreement 2014-2017. The following classifications apply;

Home Care Service Employees

Pay rates:

Classification	First pay after 1/7/2016
Grade 1	\$20.94

Salary packaging arrangements are available for this position.

8. **PERFORMANCE MANAGEMENT**

Performance management is a critical component in aligning individual performance and behavior with company goals and values. Performance management sessions allow a formal and objective opportunity to communicate on all matters relating to the position. This process provides the employee with feedback on individual performance and allows an opportunity to communicate directly with management.

See the performance management policy for further information on the objectives of performance management and the process that is followed.

Performance Measurement

The following table lists the key areas of performance that will be assessed.

Key Performance Area	Key Performance Indicator	Example
1. Client Care	1. Customer service	Ability to politely, consistently and competently deal with clients and their families and/or representatives.
	2. Completion of Tasks	The extent to which the employee performs care services within the scope of client care plans and the organisations policies and procedures.
2. Workplace Relations	1. Team work	Ability to complete assigned tasks, liaise and work with others and willingness to uphold teamwork and positive workplace relations.
		Ability to take direction from the management team (in accordance with best practice clinical and client care).
		Ability to maintain relationships at department and inter-department level and ensure smooth flow of information.
3. Employee behaviour	1. Attendance and reliability	Extent to which the employee has maintained good attendance, been reliable and punctual.
	2. Company Values	Extent to which the employee has embraced and behaved in accordance with company values.

Assessment

File notes will be recorded (for good and poor performance) throughout the assessment period and referred to when the formal assessment is completed. Only a member of management or HRO may complete a file note relating to this position.

Assessments will be conducted by the Community Care Manager and/or HRO and will be reviewed by the HRO. The review meeting will be conducted in accordance with approved policy.

Review Cycle

Performance will be reviewed after an initial period of employment of 3 months, then at 12 month intervals.

Self-Assessment

Self-assessment will be requested if deemed required by management.

9. REVIEW

This job description is a working document and is subject to continual review. The employee will be involved in any review process and entitled to contribute to and/or question any proposed changes before implementation.