BANKSIA VILLAGES

BROULEE

POSITION DESCRIPTION

Care Services Employee

1. **POSITION OBJECTIVES**
   - Provide high quality, professional, friendly and homely care services to the residents of Banksia Lodge.
   - Support the resident enablement and empowerment care philosophy at Banksia Lodge.
   - Ensure care services are delivered in compliance with care plans, accreditation and organisational standards, policies and procedures.

2. **SCOPE**

   The Care Service Employee role is responsible for providing a high level of customer service including, personal care, assisting with activities of daily living, cleaning, laundering, medication management, basic clinical care, kitchen duties and documentation requirements.

3. **REPORTING**

   The Care Service Employee reports to the Clinical Care team.

4. **DUTIES & RESPONSIBILITIES**

   4.1 Resident Care

   Main activities
   - Provision of activities and daily living support to residents in accordance with established care plans
   - Being proactive in encouraging residents' independence and the provision of holistic care
   - Undertake food service, laundry, cleaning and general domestic services
   - Implement and undertake clinical practices in accordance with Registered Nurse directives

- Facilitate support and services to assist residents in meeting their cultural, spirituality and sexuality needs
- Document and record information in Autumn Care in relation to resident care plans, observations, notes, medications, incidents and assessments.

4.2 General Duties

Main Activities

- Maintain open and supportive customer service relationships with residents, their families and/or representatives by responding to enquiries via telephone or in person
- Maintain and contribute to professional and co-operative relationships within Banksia Lodge, a culture that is open, supportive, and responds constructively to suggestions comments and complaints from residents, relatives and staff
- Demonstrate a commitment to continuing professional development
- Assisting the facility to maintain accreditation and compliance
- 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

- Knowledge of the aged care sector
- Working knowledge of Microsoft Office software and ability to adapt to sector specific software

5.2 Skills

- High level communication skills
- High level interpersonal skills
- Able to provide a high level of 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

- Certificate III in Individual Support and/or Aged Care (or current undertaking studies)
- Current First Aid Certificate (desirable)

6.2 Experience

- A desire to work in the industry (essential)
- Experience in the aged care sector or the community nursing environment (desirable)

6.3 Other Requirements

- Successfully pass a Police Check and maintain professional suitability
- Successfully pass a physical assessment and maintain physical ability to perform inherent duties of role

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 2023. The following classifications apply; Care Service Employees

Pay rates:

Classification Personal Carer	First Pay After 1/11/2026
New Entrant	$33.10
Level 1	$34.94
Level 2	$34.94
Level 3	$36.77

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. Resident Care	1. Customer service	Ability to politely, consistently and competently deal with clients and their families and/or representatives via telephone or in person. The extent to which the employee performs care services within the scope of client care plans and the organisations policies and procedures.
	2. Internal customer service	Ability to maintain relationships at department and inter-department level and contribute to the smooth flow of information.
2. Workplace Relations	1. Team work	Ability to complete assigned tasks, liaise and work with others. 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).
3. Employee behaviour	1. Attendance and reliability	Extent to which the employee has maintained good attendance, been reliable and punctual.

	3. 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 HRM may complete a file note relating to this position.

Assessments will be conducted by the Care Manager and will be reviewed by the HRM. 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.