



POSITION DESCRIPTION

POSITION TITLE: PERSONAL CARER

HOURS AS PER ROSTER

BEST OF CARE MISSION STATEMENT

Our mission is to provide care services to enable individuals, families and carers to control their own lives and improve their independence.

ROLE ACCOUNTABILITY

Personal Carers are responsible to:

1. The Care Co-ordination team at Best of Care.
2. Clients and their Primary Carers.
3. Other Personal Carers in their team and members of the general community.

Personal Carers are responsible for:

Supporting the client both at home and in the community in a way that enhances choice, dignity, and independence. The role includes but is not limited to:

- Providing social and emotional support.
- Promoting independence.
- Performing personal care tasks (or non-nursing duties)
- Providing respite.
- Providing personal assistance.
- Performing household and environmental maintenance tasks.

PREFERRED QUALIFICATIONS AND EXPERIENCE

- Certificate III in a Community Service area is desirable, or a willingness to participate in obtaining one.
- First Aid Certificate – Level II.
- Mandatory Police Check.
- Current Driver's licence, with the availability of a registered vehicle with current comprehensive insurance.
- Telephone accessibility with an answering machine, message bank or voicemail.
- Previous experience in aged care, community care, disabilities, dementia or welfare (Preferred but not essential. Life experience is relevant).

- Experience in personal care duties (Preferred, but not essential).
- An understanding of privacy and confidentiality requirements in client care.
- A commitment to working as part of a team and an ability to take directions.

PERSONAL SKILLS

- Well-developed written and verbal communication skills.
- A caring approach with empathy for the elderly and people with disabilities.
- Honesty, reliability and trustworthiness.
- Patience and understanding of client and carers' needs.
- A flexible approach to hours of work.
- Ability to use initiative and work independently or as instructed.
- Competency in housekeeping.
- Time management and task prioritising skills.
- An understanding of sharing responsibility.
- An understanding of the need to give feedback to the Care Co-ordinators.

KEY RESPONSIBILITIES

1. CLIENT AND CARER SERVICE

- 1.1. Provide an exceptional level of personal care and respite that enhances the quality of life of those for whom we care.
- 1.2. Meet the needs of each client with compassion, empathy, and understanding.
- 1.3. Openly and consistently demonstrate respect for the rights, dignity and individuality of each client, their carers, and their family.
- 1.4. Support and assist clients with personal care, home care and respite care in accordance with directions from Care Co-ordinators.
- 1.5. Provide respite service to enable the primary carer to leave the client for a specified time.
- 1.6. Assist with daily living activities, e.g. personal shopping, banking, and collecting prescriptions other than those for restricted medications.
- 1.7. Communicate with clients in a sensitive, caring and professional manner.
- 1.8. Provide companionship and emotional support to the client.
- 1.9. Provide transport as requested.
- 1.10. Carry out all duties in a flexible and efficient manner.
- 1.11. Report any unusual occurrences or areas of concern to a Care Co-ordinator.
- 1.12. Regularly update Care Co-ordinators on any changes in the household, changes in the client's health, or any factors that may place the client at risk.

2. EFFECTIVE COMMUNICATION

- 2.1. Carry out instructions and follow advice from your Care Co-ordinator in relation to each job and to the best of your ability.
- 2.2. Provide feedback to your Care Co-ordinator after your first shift and after attending new clients to let us know how you went.
- 2.3. Regularly report back to office on individual clients in regards to their care plan and other matters relating to the client and a change in their health and well being.
- 2.4. Report any requested changes by the client and/or carer in relation to services and/or care needs.

- 2.5. Act at all times to protect the rights, privacy, confidentiality, and individual choice of the client and primary carer.
- 2.6. Act in a professional manner so as to protect the confidentiality and to preserve the goodwill and reputation of Best of Care.
- 2.7. Attend Care Co-ordination meetings as required.
- 2.8. Be aware of the importance of timely, objective and accurate documentation.
- 2.9. Ensure all documentation is updated and completed as required.
- 2.10. Actively seek feedback from your Care Co-ordinator.

3. ADHERING TO POLICY AND PROCEDURE

- 3.1. Awareness of and a commitment to comply with Best of Care policies and procedures as they relate to your position.
- 3.2. Awareness of the need to, and willingness to report client complaints to Best of Care.
- 3.3. Awareness of safe working conditions and a commitment to implement safe working practices in all work areas and to report all incidents and potential hazards to Best of Care.
- 3.4. Agreement to not accept gifts and money from clients as per Best of Care guidelines.
- 3.5. Agreement to not give personal phone numbers and addresses to the client as per Best of Care guidelines.
- 3.6. Agreement to not take clients to your home as per Best of Care guidelines.

Please note: The key responsibilities above should not be considered all inclusive. Reasonably in line with the position, other duties may be allocated from time to time. Our Care Co-ordinating team is available at all times should any problems arise whilst you are on duty. All our carers are encouraged to report any changes or concerns to Best of Care as soon as possible.