



POSITION DESCRIPTION

The purpose of Attendant Care is to provide assistance to persons who are aged or persons with a disability. Duties include performing everyday tasks where the person's impairment restricts or limits their ability to perform these tasks independently.

The appointee will be required to participate in both formal training programs as required, as well as receiving on-the-job training from current Attendant workers. The appointee may also on occasion be required to attend refresher sessions as deemed necessary.

POSITION: **Attendant Care Support Worker**

RESPONSIBLE TO: **Care Coordinators/Care Manager**

1. POSITION OBJECTIVE

- To provide high quality Residential & in Home support services to aged/ frail aged adults and children who have physical, intellectual, sensory, and psychiatric disabilities and who are assessed as requiring such assistance to live as independently as possible in their own home and the community.
- To contribute to the maintenance and enhancement of the physical and social well being of the client and Carer.
- To provide practical assistance in a manner that promotes the independence and dignity of the client and their carers.
- Provide carers with respite so that they can have a break from their caring role.
- Provide specialist support on combinations of complex health issues for adults and children who have one or more disabilities.

2. KEY RESPONSIBILITIES AND DUTIES

2.1 CLIENT SUPPORT AND MONITORING

To work under the guidance and supervision of the management of Wyngate Care in order to;

- Establish appropriate and effective working relationship with clients and carers.
- Enhance the confidence and self esteem of clients and families by listening and demonstrating interest.
- Observe and report on Hazardous situations or behaviors in the client's Home, which affect workers duties and the welfare of the client.
- Report to the manager of Wyngate Care on any client needs or areas of concern
- Ensure that the cultural values and beliefs of all participants, including those from non-English backgrounds are respected

2.2 PERSONAL CARE

To provide tasks necessary to maintain the client's desired standard of living in the home, where such tasks do not require the skills of a qualified nurse and to provide support for clients assessed with complex care needs.

Person care includes but is not limited to;

- Showering, bathing, sponging, skin care
- Dressing and undressing
- Toileting/ incontinence management
- Assisting people in/ out of bed
- Assisting with fitting/ adjusting hearing aids, calipers, prosthesis and splints
- Assisting people with cleaning of teeth/ dentures
- Grooming, make up application, hair care, shaving/ electric razor
- Escorting and assisting people with shopping
- Prompting/ reminding to take medication (as per medication policy)
- Application of non-prescription eye drops
- Transferring
- Assistance with exercise/ rehabilitation support (as per rehabilitation plan)
- Social contact/ companionship
- Limited nail care- only following appropriate professional assessment
- Assistance with eating and drinking- including coking, preparation of food and specialist diets

2.3 RESPITE CARE

Respite care is when direct care workers support the person who is usually supported by a carer/ family member, providing an opportunity for the carer/ family member to have a break from their carer role. Respite may be on the basis of planned or emergency care. It may be short term, on a regular basis or long term.

- Respite care may take place in the home of the person receiving care or out of home providing the client access to their community whilst giving the carer an opportunity to rest in his/ her home
- Provide carer/ family member with the opportunity to pursue their daily social routines that otherwise would be difficult due to their commitment to the person that they are caring for
- The key to respite carer focus and that all plans identify tasks and requirements
- In respite home care, personal care will be available if identified on the care plan

2.4 SPECIALIST SERVICES

A service that is available to family units, which include at least one child, Adolescent or adult with an intellectual, psychiatric, physical or sensory disability.

The services required and their level depend very much on individual need as assessed by generally addressing the personal, emotional, social and general needs of both the client and their carer/ family.

2.5 RESIDENTIAL SERVICES

This service is performed in various, Community Residential Units; services involve adolescents, or adults with intellectual, psychiatric, physical or sensory disability.

The services required and their level depend very much on individual need as assessed by generally addressing the personal, emotional, social and general needs of both the client.

SLEEPOVERS

A sleepover is when a shift requires a non-active shift to be filled between the general hours of 10.00pm – 7.00am (or as directed) and where the attendant worker sleeps.

NIGHT ACTIVE/STAND-UP SHIFT

Where an attendant worker is required to remain awake during the night to monitor any present client issues that may be occurring.

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Updated: 30 th January 2016	Wyncare Pty Ltd

2.6 DOMESTIC/ENVIRONMENTAL MAINTENANCE- PERSONAL ASSISTANCE

When requested and assessed in the care plan to provide additional services in personal care needs of the client.

The support worker will undertake a combination of domestic and personal assistance, which may include.

- Cleaning floors/ carpets wet areas, bathroom, kitchen, toilet, laundry, changing linen on bed, etc
- Meal preparation
- Shopping
- Payment of bill/ banking assistance with filling out forms

3 ORGANISATIONAL RELATIONSHIP

Report to:	Care Coordinators
Supervision:	As Indicated
Internal Liaisons:	Wyngate Care Manager
External Liaisons:	Clients and Carers, Members of the Public

4 ACCOUNTABILITY

- Responsible for reporting immediately to the manager any concerns in the clients well being
- Responsible for providing a high quality and reliable service in accordance with guidelines provided by the manager
- Responsible for notifying the manager of difficulties in performing the planned work on the day
- Responsible to adhering to shifts once accepted, 3 hours notice must be given if you cannot do a shift. (Personal Emergencies only)

5 EXTENT OF AUTHORITY

- This position works under the routine supervision with specific guidelines provided as to the range and nature of duties to be undertaken. Tasks are expected to be performed within defined time limit; however some flexibility is provided to meet additional client needs.
- All Wyngate Care, policies, procedures and guidelines become part of this agreement and must be adhered to. Please contact the office if you are unsure of any of these aspects.

6 JUDGEMENT AND DECISION MAKING

- To work within the guidelines and direction given by the Manager
- To exercise personal judgement and discretion when faced with a range of client situations and to choose an appropriate course of action
- To adhere to both Wyngate Care and Affiliated Agencies policies, procedures and guidelines at all times.

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7 SPECIALIST KNOWLEDGE AND SKILLS

- Knowledge and understanding of issues and problems facing frail aged and people with a disability living at home
- To be flexible and able to respond to changing needs of clients and carers
- Ability to provide personal care, respite, specialist care environmental household maintenance and personal assistance to clients and their carer.
- Knowledge and understanding of issues facing clients with complex care needs
- Sound knowledge of safe work practice
- To be flexible and able to respond to the changing needs of the client and carer

8 MANAGEMENT SKILLS

- Ability to work, unsupervised, plan and manage one's own time so as to ensure that the work schedule is completed efficiently
- Ability to ensure all Time Sheet, Documentation is received by the office personnel within the agreed time
- Ability to complete, all required documentation in a neat and legible manner

9 INTERPERSONAL SKILLS

- Well developed communication skills
- Ability to work with and gain the confidence of clients and carers
- Ability to work as a member of a team
- Ability to develop supportive relationships with clients

10 QUALIFICATIONS AND EXPERIENCE

- Formal qualifications are required for level 3 minimum in Aged Care, HACC, Disability Care or equivalent with the view to obtaining Certificate 4. However; Training will be made available for successful applicants without these qualifications.
- Prior life skills will be taken into consideration
- Experience in working with frail older people and people with disabilities
- A current Victorian Drivers License and access to a roadworthy vehicle

11 QUALITY AND CONTINUOUS IMPROVEMENTS

Wyngate care has a quality program, which involves continuous improvements in all services provided to clients and their carers, and in all associated policies, processes and procedures.

All staff members are required to display commitment to and to participate in quality program by constantly striving to introduce efficiencies in the performance of their duties as a contribution to ongoing productivity improvements.

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12 **SELECTION CRITERIA**

- An understanding of aging, disability and mental health related issues
- An ability to work with a diverse range of complex needs
- Ability to monitor and communicate concerns about clients to the manager
- Ability to respond appropriately in an emergency situation
- Ability to work with some flexibility within the scheduled hours
- Second relevant language would be highly desirable
- Current Victorian Drivers Licence
- Access to a telephone-mobile phone considered essential
- Relevant training in the field of aged, disability, mental health or willingness to undertake training
- First Aid Certificate is a preferred requirement
- Comprehensive Car Insurance essential for transporting clients
- Police check, and Working With Children Check, Copy to be presented at the applicant's own cost

SICK DAY PROCEDURES

A Doctors Certificate must be submitted if illness occurs on a Monday or Friday, this will only be necessary if the shift is cancelled within 3 hours of the starting time.

Wyngate Care is an Equal Opportunity Employer

Wyngate Care support a Smoke Free Working Environment

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