

Position Description	
Position Title:	Care Staff
Responsible to:	Community Services Facilitator
Reporting to:	Client Service Planner
Who We Are	
<p>At St John's, Clients are our primary focus. We are a dynamic organisation, committed to caring for our community by enhancing the independence and quality of life of the frail, elderly, younger people with disability and people with intellectual and psychiatric disabilities. We work as one team to take a proactive approach in the delivery of care, ensuring the services we provide to our community achieves best practice standards.</p> <p>We believe in investing in our most valuable resource, our staff. We support our team to continually develop and demonstrate strong leadership, empowering staff members and creating an environment where all individuals are treated with respect and dignity.</p> <p>Our staff are passionate about their work, advocates for our clients and dedicated to continually improving client outcomes. Our values of Clients, People, Accountability, Collaboration, Relationships and Recognition guide our decision making. They are not about what we do, but how we do it. Staff's dedication to our Mission and Values enables us to create positive experiences for our Clients and each other.</p>	
Position Objective	
<p>The Care Staff position is responsible for providing a range of flexible and responsible support services to enable clients to maintain their independence and quality of life whilst living in the community. Care staff may provide support to single individual or a group of people who may have a disability, mental health issue, be frail aged or have dementia.</p> <p><i>To summarise, it is not the intent of this position description to limit the scope or responsibilities of the role, but to highlight the most important aspects.</i></p>	
Client Care	Success Indicators
<ul style="list-style-type: none"> Promote, develop and extend St John's interests and reputation through the provision of exceptional client service Provide support to Clients as outlined in their individual Care Plan and in accordance with St John's policies and procedures, values and mission, legislative requirements and relevant standards Support and empower the Client and their Carers in maintaining and improving life skills by conducting services outlined on the Care Plan including household and environmental assistance, personal assistance, social and emotional support, escorting, transportation and promotion of independence and community access Accompany and support Clients whilst shopping, banking, attending appointments or engaged in community activities Review the Care Plan prior to each shift and complete all tasks as identified on the Care Plan, ensuring no additions or deletions without approval from the Client Service Planner. Establish a working relationship with each client and contribute towards enhancing their self-esteem and independence Proactively communicate the need for any adjustments in the Care Plan to the Client Service Planner, including items 	<p>Client services are undertaken in accordance with the Care Plan, departmental standards, and St John's policies, procedures, mission and values</p> <p>Positive Client feedback</p> <p>Client working relationships are established and</p> <p>Clients are empowered</p> <p>Actively participates in Risk Assessments and Audits</p> <p>All Client compliments and complaints are reported to the Client Service Planner</p> <p>No breaches of client confidentiality</p>

<p>that require investigation, concerns or complaints or a change to client needs</p> <ul style="list-style-type: none"> • Assist the Client Service Planner with Risk Assessments and Audits • Escalate all complaints and compliments to the Client Service Planner • Work in conjunction with other Care Staff to perform duties as directed, including updating the communication book/daily activity /medication log or as directed by the Client Service Planner • Maintain Client confidentiality at all times 	
Compliance and Safety	Success Indicators
<ul style="list-style-type: none"> • Ensure vehicles utilised to transport Clients, whether personal or St John's, meet cleanliness, roadworthy and legislative requirements • Utilise Mobile Time and Attendance and report any abnormalities to Client Service Planner • Complete, submit and maintain accurate weekly timesheets and travel reimbursement claims within set timeframe • Comply with reporting obligations required by St John's and government funding bodies • Report all incidents, near misses and potential hazards in accordance with St John's policies and procedures • Use PPE as required • Follow all safe working practices and manual handling procedures; ensure all safety controls are put in place prior to commencing task • Ensure food that is prepared or served to Client is in line with any dietary requirements/allergies listed in the Care Plan and is prepared in accordance with Safe Food Handling guidelines • Be familiar with and follow infection control guidelines, policies and procedures • Respond to crisis situations by following the Emergency Procedures set out in the Care Staff manual 	<p>Mobile Time and Attendance System is utilised accurately</p> <p>All required paperwork is completed accurately and on time</p> <p>WH&S policies and procedures are adhered to</p> <p>PPE is utilised as required</p> <p>All incidents and near misses are reported</p> <p>Maintains knowledge of Safe Food Handling and Infection Control guidelines</p>
Continuous Improvement	Success Indicators
<ul style="list-style-type: none"> • Identify opportunities for improvement to services provided and recommend changes to Supervisor • Continuously improve own capabilities 	<p>Works with others to identify and overcome barriers to organisational success</p> <p>Delivers appropriate recommendations to supervisor</p> <p>Complete performance review process</p> <p>Training and personal development plans are followed through at the agreed time and dates</p>

General Duties

- Undertake the duties in accordance with St John's mission, values, departmental standards, policies and procedures
- Treat clients with respect, dignity and strive to promote their independence at every level
- Maintain client confidentiality at all times
- Represent St John's in a professional and positive manner at all times
- Maintain a friendly and approachable attitude towards clients and staff and a clean and professional appearance
- Adhere to St John's obligations to report incidents of child or elder abuse to the relevant authorities
- Adhere to St John's requirements to report any imminent danger to the client or others, including report to police, ambulance or crisis services
- Complete mandatory organisational training requirements
- Attend meetings as required and completed any other ad hoc duties as directed by management
- Undertake the responsibilities of the position adhering to:
 - Equal opportunity and anti-discrimination legislation and requirements, legal requirements
 - Workplace Health and Safety (WHS) legislation and requirements
 - Confidentiality agreement and Code of conduct

Qualifications

- Certificate III Individual Support or willingness to obtain
- Current Senior First Aid certificate
- Queensland Driver's Licence and Queensland Department of Transport Driver's Authorisation
- Australian Federal Police Check and DSQ Criminal History Check, NDIS Workers Screening Check
- Working with Children Blue card
- A registered, insured (3rd party person and 3rd party property) and roadworthy car
- A working mobile phone that is able to make and receive calls
- Be physically fit with the unrestricted ability to lift, bend, stretch & twist

Experience and Personal Attributes

- Demonstrated experience working in the field of Mental Health, Aged Care and/or Disabilities support, and/or working with those who are disadvantaged in the community with particular reference to people with complex skill needs
- Ability to effectively and appropriately respond to people who are distressed or agitated and the confidence to work with intimidating behaviours
- Skills in developing Positive Behaviour Care Plans and ability to implement and follow Care Plans
- Excellent judgement and decision making skills and the ability to resolve conflict and solve problems
- Knowledge of basic food preparation, storage and safe food handling
- Experience in household tasks, personal care and the ability to use client specific assistive technologies
- Ability to engage client in either centre/home or community based activities.
- Demonstrates a high level understanding of:
 - Human Services Quality Framework (HSQF)
 - National Disability Insurance Scheme Act
 - Community Care Common Standards
- Excellent interpersonal and communication skills with the ability to communicate confidently with a diverse range of people

St John's Workplace Culture

All staff play a key role in shaping and influencing workplace culture. This requires a consistent approach and commitment by all staff to the following:

- Choose a positive attitude every day, actively role modelling the mission and values of St John's

- Build professional relationships clients, promoting the social and emotional growth of each individual by respecting their rights and opinions and by encouraging self-advocacy
- Treat everybody with respect and dignity and value people for who they are and their unique contribution, irrespective of role or level in the organisation
- Be open to receiving feedback and strive to continually improve yourself and the organisation
- Be clear and open about decision-making processes, gathering the ideas and input of others. Give new ideas from others proper consideration and participate in an inclusive and collaborative approach.
- Take a proactive approach to workplace health, safety and staff wellbeing.
- Celebrate diversity in the workplace and demonstrate cultural sensitivity
- Always behave ethically and with integrity