



Position Description

Care Service Employee Support Stream

Residential Aged Care

Agreement

Name and Signature Manager

Signed Name and Signature – Employee

Date

Date



Care Service Employee – Support Stream

Wesley Residential Aged Care

1. Overview of Wesley Mission

Wesley Mission is a Christian organisation that has been caring for people for over 200 years, continuing the work of Jesus Christ in Word and deed. Our vision is to:

Our Vision

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Our Mission

Continuing the work of Jesus Christ in Word and deed.

Our Values

Out of Christian love and compassion we are driven by:

- Christlike servanthood
- Unfailing integrity, and
- Courageous commitment.

The organisational plan is based on five key result areas, namely:

- Our clients
- Our people
- Our stakeholders
- Our systems
- Our financials

Our position descriptions and performance plans are aligned with these five key result areas.



2. Overview of team

Wesley Residential Aged Care aims to provide residents with a safe, welcoming community where their wellbeing is always the priority. We aim to enhance the physical, emotional, spiritual and social wellbeing of people and our centers are designed around this.

3. Overview of role

The Care Service Employee – Support Stream is responsible for a full range of domestic duties including the preparation and delivery of meal services, general cleaning of accommodation and laundry services, under the supervision of the Services Coordinator and Centre Manager.

4. Relationships

- Reports to Service Coordinator and Centre Manager
- Provide direct service to residents
- Working with other staff and teams within the Centre
- Working with internal and external stakeholders
- Participate in local networks/inter agencies as are relevant to the service

5. Major role responsibilities

5.1 Our clients

- General cleaning of accommodation, food service and general areas
- General waiting, table service and clearing duties
- Assistance in the preparation of food including the cooking and/or preparation of light refreshments
- Laundry duties
- Undertake cleaning activities in accordance with the Centre's cleaning schedule
- Plate and deliver meals to residents' in accordance with each resident's identified abilities and preferences.
- Ensure a positive dining experience for residents



- Perform other duties as designated by your Supervisor/Centre Manager that are not inconsistent with your role as Cleaner.
- Ensure that the dignity of each resident is upheld

5.1.1 Performance Measures

- Compliance with Centre Policies, procedures and Food Safety Program
- Residents' satisfaction feedback and reports
- Presentation of meals
- Key outcomes set out in the employee contribution and development and
- Display our values and practice honesty, respect, transparency, reliability, empathy, team work and reflective self-awareness in all aspect of their work

5.2 Our people (our team)

- Complete Wesley Mission induction / orientation program and mandatory training as required
- Attend staff meetings and ensure minutes are read
- Participate in annual Employee Contribution & Development process (EC&D)
- Commit to a continuing process of personal self-development, training and skills acquisition
- Ensure all policies and procedures are understood and adhered to, and seek consultation with the Manager as required
- Be a part of creating a team culture of support and respect
- Maintain effective communication within the team
- Participate in the Centre's education programme including annual Fire Safety and Evacuation training
- Participate in ongoing training, staff satisfaction surveys and recognition activities as required

5.2.1 Performance Measures

- Agreed supervision, EC&D and other meeting schedules met
- Attendance at compulsory trainings
- Adherence to policies and procedures
- Display of behaviours in keeping with the role and the Code of Conduct
- Works collaboratively in the team



5.3 Our Operations

- To ensure the reputation and integrity of Wesley Mission is maintained at all time
- Work with other staff and teams across Wesley Mission as well as the wider work of the Uniting Church as required.
- Attend significant social/ministry events, worship services and formal meetings within Wesley Mission as required.
- Participate in environmentally positive work practices
- Maintain hygiene and cleanliness of food storage, preparation and service areas in accordance with the Centre's policy and protocols.
- Dispose of waste in accordance with organisational policy and protocol.
- Use and maintain catering, cleaning and laundry equipment in accordance with manufacturers' instructions.
- Maintain Crockery/Cutlery Stock Control Register and report variances to the Services Coordinator / Centre Manager.
- Undertake cleaning activities in accordance with the Centre's cleaning schedule.
- Maintain adequate cleaning supplies and report variances to the Services Coordinator / Centre Manager.
- To be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates
- Ensure that resident incidents and / or near misses are reported appropriately
- Attend staff meetings and read the minutes of all meetings
- Read all Centre communications within a timely manner
- Be appropriately responsible under the Work Health and Safety legislation for the health and safety of persons for yourself and whom you are responsible in compliance with all site procedures
- Adhere to policies and procedures addressing the requirements of Equal Employment Opportunity, Anti-Discrimination, Affirmative Action and Work Health and Safety
- Identify, report and control hazards in the workplace
- Apply infection control principles
- Demonstrates commitment to Continuous Quality Improvement and the Accreditation Process
- Participates in the collection of information and data for quality improvement activities as required
- Practices within the guidelines described in the Code of Conduct and Ethics and other Statutory requirements
- Demonstrates an understanding and strict compliance with the protocols, policies and procedures concerning privacy, dignity and confidentiality



5.3.1 Performance Measures

- Regular reporting requirements are met
- Demonstrated collaborative practice that provides positive outcomes for families and communities
- Proactively support a positive service culture across all service areas and provide leadership that is supportive, non-judgemental and reflective of Wesley Mission's values
- Participate regularly in local network / interagency meetings as relevant to the service and role
- Participated and added value in system improvements and program delivery
- Thorough working knowledge of HACCP specifications, Wesley Mission employee Handbook and centre procedures
- Complete audits as required

5.4 Our financials

- Adhere to established financial policies and procedures relevant to Wesley Residential Aged Care

5.4.1 Performance Measures

- Operate within departmental limits

6 Professional responsibilities

- As directed, other activities to support the delivery of the Wesley Residential Care Business Plan and Wesley Mission Strategic Plan, as requested by your supervisor or Manager
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- To participate in the review and maintenance of industry specific standards and internal audit processes, as per Wesley Mission's standard policy and procedures
- In relation to Wesley Mission and the Uniting Church in Australia attend such functions, meetings, seminars, training courses as directed by your supervisor
- In relation to Wesley Mission attend worship services as encouraged by your supervisor
- Take responsibility for personal career development and training
- To participate in Wesley Mission's Orientation program, so as to gain an understanding of the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation



- Ensure all Human Resource (HR) policies and procedures are understood and adhered to, and seek consultation with the HR department as required
- Promote the understanding and application of Equal Employment Opportunity (EEO) and Affirmative Action
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Be aware of the need for privacy and confidentiality in all aspects of work and ensure that confidentiality is adhered to at all times with families and staff
- Other appropriate duties as determined by the Manager from time to time

7 Selection criteria

To be successful in this position, candidates must possess the following:

7.1 Demonstrated behaviours

- Ability to engaged and build trusting relationships with elderly people and families
- Ability to consult, liaise and maintain close work relationships within the team and also with other service providers
- High level of interpersonal and communication skills (verbally and in writing)
- Excellent time management, multi-tasking and follow-up skills
- Demonstrated ability to work unsupervised as well as in a team environment
- Willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and Deed ministry

7.2 Relevant Experience

- Experience working in hospitality, accommodation and laundry services, preferably within an Aged Care Environment

7.3 Education/Qualifications

- Certificate II in Community Services (Aged Care Work) or equivalent
- Knowledge of Infection Control Principles and HACCP