

## Community Care Assistants have:

- ➔ A wealth of skills and knowledge that can be used in a variety of similar roles.
- ➔ A core of skills and qualifications for which they may seek credit towards other similar courses
- ➔ The chance to start new career options because they want to and are attracted to them
- ➔ A supportive employer who cares about their future (even if it is not with us)
- ➔ Workers from a range of career options working within Mercy Services who can provide advice (chat to someone about their job on Mercy Day)

## Help you may be able to get while at Mercy Services

- ☑ Experience working in other Mercy Services programs
- ☑ Basic career and course option advice
- ☑ Assistance identifying and accessing industry training subsidies
- ☑ Payment of your study time if the course is related to your current position or a strategic need of Mercy Services

### For more information contact:

Your Coordinator

Lawrie Hallinan  
Manager: Tighes Hill based  
services and WHS Coordinator

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Mercy Services

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Manager: West Wallsend based  
services Learning & Development  
Coordinator

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### A career in the Aged Services Sector

[http://www.rdanorthernrivers.com.au/index.php?row=434&field=05\\_FileList\\_document](http://www.rdanorthernrivers.com.au/index.php?row=434&field=05_FileList_document)

### SkillSets – career pathways

[https://www.cshisc.com.au/docs/projects/Skill%20Sets/ss\\_career\\_pathways.pdf](https://www.cshisc.com.au/docs/projects/Skill%20Sets/ss_career_pathways.pdf)

## Community Care Assistant competencies:

### Service delivery

- Provide assistance in accordance with Care Plan (e.g., cleaning, personal care, transport, medication monitoring, food preparation, banking and payment of bills)
- Assist client in ways that promote their dignity, choices and maintain their highest possible level of independence
- Seek guidance and assist in problem solving when service is not meeting client need as anticipated
- Demonstrate a positive approach to client/carer feedback and complaints
- Aware of, and able to work with diverse clients e.g., different cultural backgrounds, ages, sexualities, social background, disabilities
- Apply knowledge of lifespan development, ageing and adjustment to changing life circumstances
- Apply knowledge how to work within legal and ethical requirements

### Communication and information management

- Assist clients clarify their needs/preferences
- Write appropriate information in client notes for other staff
- Maintain the privacy and confidentiality of client and organisation information
- Accurately complete forms and checklists
- Use mobile/landline phone to provide accurate and timely information

### Coaching, mentoring and training

- Assist new and relief staff to understand their role and organisational/client needs
- Contribute ideas/experience to training workshops and staff meetings
- Provide Coordinator with ideas to improve support and induction of new staff

### First aid & emergency management

- Satisfactorily complete first aid and fire safety training
- Provide first aid to client/self/others as needed

### Work Health & Safety

- Identify and report hazards e.g. changing client abilities, broken equip, other issues
- Promote Work Health & Safety in discussion with Coordinator and peers
- Participate in the organization's Health & Safety Consultation Committee (if you have been the employee representative)
- Maintain a safe environment for client/others

### Work within an organisational context

- Participate in organisational training programs
- Aware of, and promote organisational values and policy
- Show an interest in and provide encouragement to other team members, including those within other organisational programs
- Demonstrate a positive approach to workplace change and improvement
- Complete timesheets, travel logs, leave applications in an accurate/timely manner

### Work within the Aged Care/Community sector

- Aware of the role of CACP in keeping client safely at home and avoiding premature placement in residential aged care
- Aware of and support for client's use of other services e.g., GP, hospital, exercise programs, Vitalcall, podiatrist, chemist, day centre, social clubs/groups

