



Mercy Services

03 April 2017

Dear Applicant

Thank you for inquiring about the position of **Casual Community Care Assistant** with Mercy Services. Our most urgent need is for CCAs in our rapidly growing Home Care Packages program. Work in Home Support Program and National Disability Insurance Scheme is also a possibility.

We need several people to fill various shifts in a wide range of tasks from high level personal care to household cleaning. The complexity of tasks allocated will in part depend on your skills, experience and confidence. If needed additional training and buddy-shifts can be provided. These are casual positions (*varying number of hours between 7.00am and 8.00pm Monday – Sunday*). Most of our clients need help in the mornings.

The position is under the Social, Community, Home Care and Disability Services Industry Award 2010: (*HCE Level 2-3 – depending on experience*).

To give you more information on our organisation and our expectations of this position, we have enclosed with this letter an Overview of Mercy Services. Further information can be found at: www.mercyservices.org.au

Please include the following:

1. a letter of application with:
 - separate paragraphs for each of the essential and desirable requirements – as per the attached position description. We need you to provide evidence/examples of how your skills and experience demonstrate your competence in each of these requirements; and
 - your ideal days, times and locations (e.g. Lake Macquarie or Newcastle)
2. a copy of your resumé.
3. the names and contact details of three current Referees

We welcome applications from people with an Aboriginal or Torres Strait Islander background.

You can make inquiries or send your application to: Lawrie Hallinan
(02) 4961 2686
lawrie.hallinan@mercyservices.org.au
32 Union Street
Tighes Hill NSW 2297

We will only select for interview people whose written applications we believe demonstrate the best skills and experience in the essential and desirable requirements. Appointment is dependent upon successful completion of a Criminal Record and Working with Children Check.

Yours sincerely

Tony Bidstrup
Chief Executive Officer
Mercy Services

Overview

Mercy Services provides support across various parts of Newcastle, Lake Macquarie and the Lower Hunter region of NSW, Australia to:

- older people;
- people with disabilities;
- people affected by drug and alcohol abuse; and
- the socially disadvantaged; and
- families.

The Mission Statement of Mercy Services is:

to provide holistic, proactive and inclusive service, in the spirit of our foundress, Catherine McAuley, to all those we support and work with both in the community and in a residential setting. In all our work we strive to provide compassionate, respectful, high quality and environmentally sustainable practices.

Within all aspects of our Service we remain committed to the core values of **Justice, Respect, Service, Care and Unity** and endeavour to translate these into daily actions.

Mercy Services is a company limited by guarantee, being solely owned by the Institute of Sisters of Mercy of Australia & Papua New Guinea (ISMAPNG). A Board of Directors is appointed by the Sisters of Mercy to oversee company governance. A Chief Executive Officer is responsible to the Board of Directors for the overall management of Mercy Services.

The Sisters of Mercy established Mercy Services in 1976 (as Mercy Community Care Service) to provide nursing and care services in people's homes. The service incorporated as a 'not for profit' company in December 2000 when it joined with McAuley Alcohol and Other Drug Programs to become Mercy Community Services. In September 2012, the Sisters of Mercy, after recommendation from the Board of Directors, changed the name of the company to Mercy Services. This change was to reflect the broader nature of the organisation as a result of the incorporation of the Sister's other local company, Mercy Aged Care Services Singleton (residential aged care) with Mercy Services.

In recent times, Mercy Services has accepted requests from a number of smaller local organisations wanting us to own and manage them. The addition of these organisations has generally expanded the geographic areas where we provide existing services.

As of February 2017, with around 220 staff, Mercy Services provides the following services:

- Residential Aged Care (Singleton)
- Home Care Packages
- Community Nursing
- Community Transport
- Day Centre
- Domestic Assistance
- Food Services
- Home Maintenance
- Linen Service
- Neighbour Aid/Social Support (*including Dementia Monitoring*)
- Newcastle Elderly Citizen's Centre
- Personal Care
- Support Coordination Program
- Health and Aged Care Coordination with ISMAPNG
- Alcohol & Other Drugs and Family Services
 - Brighton House
 - Bronte House
 - Holyoake program
 - McAuley Community Housing
 - McAuley Outreach Service
 - McAuley Parenting Program (*Brighter Futures*)

These services are funded by a number of Government Departments.

More information on our services is available from: <http://www.mercyservices.org.au/>

Position Description

Mission Statement:

Our Mission is to provide holistic, proactive and inclusive service, in the spirit of our foundress, Catherine McAuley, to all those we support and work with both in the community and in a residential setting. In all our work we strive to provide compassionate, respectful, high quality and environmentally sustainable practices.

All Staff are required:

- to act as a role model for personal and professional standards in accordance with the Mercy Service Code of Conduct
- Acknowledge and agree to work out of Mercy Services' values of: Justice, Service, Respect, Care and Unity

Position Title:	COMMUNITY CARE ASSISTANT
Program:	Home Support Program/ National Disability Insurance Scheme (HSP/NDIS) or Home Care Packages
Award/hours:	As per Employment Agreement
Responsible to:	HSP/NDIS Coordinator or HCP Coordinator
Responsible for:	<p>Community Care Assistants (CCA) provide a range of services to assist clients maintain and extend their quality of life, community connections and ability to complete activities of daily living. These services could be provided in the client's home or in the community. The nature of these services will be specified in the client's Care Plan developed by the Coordinator and client. These services will be assigned as required by the Coordinator and only once the CCA is competent. The range of services may include:</p> <ul style="list-style-type: none">• <i>House keeping;</i>• <i>Social Support/Community Participation; and/or</i>• <i>Personal Care.</i> <p>CCAs with appropriate skills and experience may be rostered for high level personal care work within HSP/NDIS or HCP. CCAs will be paid at a higher rate for these shifts.</p> <p>CCAs work mainly on their own and maintain regular communication with the Coordinator to share information on client needs and services.</p>
Responsible to perform within Regulative Frameworks of:	WHS Act 2011 (NSW); Federal Privacy Act; Health Records and Information Privacy Act 2002(NSW); Disability Service Standards (NSW); Australian Government Home Care Standards; Policies & Procedures of Mercy Services.
Performance Appraisal:	Annually or as required

Essential Requirements:

1. Commitment and actions consistent with promoting and upholding the Values of Mercy Services
2. Commitment to respect the dignity and privacy of clients and their carers
3. Current Drivers Licence and reliable comprehensively insured motor car
4. Willingness to participate in and contribute to continuing education and training activities
5. Senior First Aid certificate or prepared to obtain same within two months of employment
6. Demonstrated ability in a range of client support and housekeeping duties

7. Good communication skills, oral and written
8. Demonstrated ability to work independently/unaccompanied
9. Ability to work collaboratively and harmoniously in two person shifts and other team activities
10. Ability to encourage clients to maintain the highest possible level of self sufficiency
11. Commitment to contributing to a safe work environment

Desirable Requirements:

- a. Previous experience in the provision of services to the elderly and/or people with disabilities within hostel, nursing home or community setting
- b. Certificate III in Aged Care Work/Home and Community Care/Disability/Activity Officer or preparedness to complete this qualification within 18 months of commencing employment.

DESCRIPTION OF COMPETENCIES, KEY TASKS AND PERFORMANCE INDICATORS

Competency	Key Tasks	Performance Indicators
<p>PROVIDE SUPPORT SERVICES IN A HOME AND COMMUNITY ENVIRONMENT</p>	<ol style="list-style-type: none"> 1. Interact with clients and/or their advocate/s in ways that generate a trusting relationship, and promote confidentiality, privacy, individual choice, and self determination 2. Provide support to clients in ways that enable them to direct their own care, where appropriate, and to maintain their independence, use familiar and existing skills and activities 3. Provide activities appropriate to the age and culture of the clients, reflecting their likes and dislikes and maximising the possibility of individual success 4. Provide support or assistance in accordance with the client Care Plan and organisational policies and procedures. Services may include: <ul style="list-style-type: none"> • Domestic assistance services may include supporting clients with: select clothes in need of laundering & launder, light meal preparation, identifying items that need replenishing/replacing, vacuuming and/or sweeping floors, mopping bathroom, kitchen, laundry area/s in need, making or changing client's bed • Social support/Community participation may include supporting clients with: correspondence, use of mobility aids, transport/accompany client to appointments, Day Care, shopping, various activities in the community, etc • Personal care services may include supporting clients with: showering, toileting, undressing /dressing, menstrual care, skin care / maintaining skin integrity, grooming, shaving, oral hygiene assistance with prescribed therapy programs, and supervise clients to take medication from Webster/blister pack. Upon completion of the relevant Safe Work Practices, a CCA may be rostered for high-level personal care work such as use of a hoist and catheter care. 5. Identify risks to worker health and safety and protect self from these risks 6. Maintain personal hygiene and dress standard according to organisational standards and infection control requirements 7. Report changes in the client's condition or care needs to a Coordinator 8. Provide clients with support to maintain a clean and comfortable environment 	<ul style="list-style-type: none"> ✓ Client feedback is that worker provides services in the manner detailed in Care Plan and roster. ✓ Client feedback is that worker demonstrates respect and care towards them and their carer ✓ Feedback from Coordinator is that (s)he is appropriately informed of client issues by worker ✓ Feedback from Coordinator is that (s)he is appropriately informed of changes in client condition and care needs

Competency	Key Tasks	Performance Indicators
	<ol style="list-style-type: none"> 9. Use appropriate moving and lifting techniques for people and for objects/equipment 10. Use families as a resource in developing appropriate activities by accessing information about client reminiscences and routine 	
FACILITATE CLIENT EMPOWERMENT	<ol style="list-style-type: none"> 1. Work with the client to identify their strengths, interests, abilities and support requirements 2. Work with the client to enable her/him to maintain skills/roles/community contacts 3. Assist the client to identify options for action on relevant issues 4. Encourage and support independent action and thinking by the client 5. Provide on-going support in accordance with the Care Plan to maximise client independence, recognise and accommodate the individual's choices and spiritual/cultural differences 6. Give support in a manner that provides a positive role model and promotes development and/or maintenance of the client's skills 7. Listen to and, within organisation policies and protocols, act upon the preferred options of the client and/or their advocate/carer 8. Provide appropriate assistance/information to the client, their carers and significant others to enable them to communicate their needs/interests and to participate in appropriate forums 9. Encourage colleagues to promote independence of the client 10. Encourage the client to participate in appropriate forums and provide them with information and skills to do so 11. Identify and utilise compensatory aids and modifications in the environment that promote individual strengths and capacities 12. Report non-compliance with legislation and/or policy and protocols to an appropriate person 13. Provide feedback from consumers through appropriate mechanisms 14. Work with the client and appropriate others to identify safety risks, options to address risks and preferred strategy to remove or reduce risk 15. Consult Coordinator in the event of safety risks, seemingly inappropriate Care Plan instructions and/or concerns about own limitations 16. Promote and raise awareness of client rights and the issues of people with disabilities and other issues 	<ul style="list-style-type: none"> ✓ Client feedback is that worker provides service in the manner detailed in Care Plan and roster. ✓ Client and other feedback is that worker fosters client decision making and client undertaking activities and communication on their on behalf ✓ Feedback from Coordinator is that (s)he is appropriately informed of client issues by worker ✓ Feedback from Coordinator is that (s)he is appropriately informed of changes in client condition and care needs
RESPOND TO ILLNESS, ACCIDENT AND EMERGENCIES	<ol style="list-style-type: none"> 1. Assesses the level of immediate danger if any and report the situation to an appropriate person. 2. Calls emergency services such as police or ambulance if appropriate. 3. Administers first aid within the limit of one's competency until appropriate assistance arrives 4. Reports details of emergency or accident or illness promptly to supervisor for further direction. 5. Implements appropriate emergency procedures to ensure the safety of passengers, staff, volunteers and general public. 6. Cleans body spills according to the infection control policy and procedure - using appropriate spill kits, if necessary 7. Completes incident reports 	<ul style="list-style-type: none"> ✓ Records demonstrate appropriate response to vehicle accidents, client emergencies, building safety, and evacuation procedures ✓ Records and feedback demonstrate assistance with first aid as per Policy if needed
DRIVE VEHICLE	<ol style="list-style-type: none"> 1. Conducts vehicle checks on a regular basis according to procedures to ensure serviceability of vehicle 	<ul style="list-style-type: none"> ✓ Feedback is that worker drives in a

Competency	Key Tasks	Performance Indicators
	<ol style="list-style-type: none"> 2. Ensures cleanliness of vehicle – where clients are transported in staff vehicle 3. Maintains accurate vehicle log sheets 4. Drives vehicle in a low risk manner and according to legal requirements. 5. Chooses and follows appropriate route and travel plan to ensure safety and efficiency 6. Navigates a vehicle unassisted 	<p>responsible and efficient manner</p> <ul style="list-style-type: none"> ✓ Audits shows log sheets are maintained in an accurate and timely manner. ✓ Audit shows worker has facilitated regular vehicle servicing etc as per existing policies.
TRANSPORT CLIENTS	<ol style="list-style-type: none"> 1. Confirms transportation requirements with relevant personnel. 2. Gives an explanation to the passenger about the movement or activity to be undertaken and why. 3. Conducts loading/unloading smoothly and consistent with safe work practices. 4. Gives client appropriate support or assistance to get into and out of vehicle and consults with client throughout the process. 5. Assists passengers in a courteous manner, sensitive to the needs of an older person or person with a disability. 6. Assists passengers to use restraints, and the ancillary equipment which accompanies them, where appropriate. 7. Secures equipment and belongings appropriately to avoid movement during travel. 8. Transports client comfortably to designated location in accordance with transportation requirements, prepared run lists and organisational policy and procedures. 9. Manoeuvres equipment to ensure client comfort and safety and minimal risk to self. 10. Informs relevant personnel of client's arrival as required. 11. Informs relevant personnel of client's needs as required. 12. Carries out reporting requirements as appropriate according to policy and procedures. 	<ul style="list-style-type: none"> ✓ Feedback from clients and others is that the person is communicated with and supported appropriately
PARTICIPATE IN THE WORK ENVIRONMENT	<ol style="list-style-type: none"> 1. Carries out work as per instructions and within the defined job role and responsibilities. 2. Seeks and obtains assistance and direction as required. 3. Ensures that work complements that of others according to policies and rules of workplace practice. 4. Completes activities in a timely manner and to the standard expected of workplace practice. 5. Communicates in clear, friendly manner that reflects an understanding of and respect for individual differences/needs and the particular situation/activity. 6. Identifies resources needed to carry out work duties and utilise these efficiently. 7. Monitors own work according to requirements for job quality and customer service. 8. Utilises problem solving skills when necessary so that work is completed according to organisational policies and practices. 9. Demonstrates respect for individual and cultural differences of workers and volunteers. 10. Identifies and respects different roles and responsibilities within the work environment. 	<ul style="list-style-type: none"> ✓ Records and feedback from others is that the worker appropriately participates in meetings/joint activities. ✓ Feedback from others is that the worker provides appropriate support to new staff, students and volunteers ✓ Feedback from other staff is that the worker reflects a positive attitude and is an effective member of teams.

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	<ol style="list-style-type: none"> 11. Displays appropriate behaviour in the workplace that is likely to promote cooperation. 12. Stores, maintains and shares information in accordance with organisational policies and procedures. 13. Follows organisational policies and procedures to resolve disputes. 14. Participates in staff meetings, working groups, and training as required. 	<ul style="list-style-type: none"> ✓ Feedback from other staff is that this person is aware of and effective in her/his role in ensuring the environmental sustainability of the service/site ✓ Feedback from supervisor is that the worker positively identifies and participates in skill development/training.
CONTRIBUTE TO WORKPLACE SAFETY	<ol style="list-style-type: none"> 1. Responds appropriately to situations of risk or potential risk and report these to supervisor. 2. Follows workplace procedures and work instructions for assessing and controlling risks with minimal supervision. 3. Follows workplace procedures for dealing with hazards and incidents, fire and/or other emergencies whenever necessary, within the scope of one's responsibilities and competencies. 4. Adheres to and promotes Safe Work Practices. 5. Contributes ideas for the development of safe work practices to supervisor or appropriate personnel. 6. Contributes to consultative arrangements for WHS management in the workplace within organisational procedures and the scope of one's responsibilities and competencies. 7. Provides support in implementing procedures to control risks in accordance with organisational procedures. 8. Reports to supervisor the need for any resources/training required to safely perform duties 9. Participates in training as required. 10. Seeks information on changes in client need and hazards associated with providing services before commencing work. 11. Contacts supervisor (or delegate) after shift and report any current or potential risks and changes in client needs. 	<ul style="list-style-type: none"> ✓ Records (e.g., SWP, Incident Forms, team meeting minutes) demonstrate WHS requirements relevant to the position are maintained in an accurate and timely manner. ✓ Feedback from WHS Workgroup representative and supervisor is that the worker constructively participates in WHS meetings and activities.
MAINTAIN QUALITY STANDARDS	<ol style="list-style-type: none"> 1. Acts and speaks in ways that show a commitment to the delivery of high quality services to clients. 2. Carries out work in a manner that reflects an understanding of the legal responsibilities and obligations of the work role including duty of care, WHS, industry regulations and organisation policy and procedures. 3. Ensures that behaviour when at work (and where applicable when wearing uniform) is within the policies and procedures of Mercy Services (especially the Code of Conduct). 4. Exercises confidentiality and discretion in relation to all Mercy Services matters. 5. Participates in and supports Mercy Services Quality Assurance and Accreditation programs. 6. Fulfils functions and responsibilities of the designated position in accordance with the objectives of Mercy Services and other relevant bodies of authority. 	<ul style="list-style-type: none"> ✓ Feedback from others is that the worker behaves in accordance with the Mercy Services Code of Conduct ✓ Feedback from supervisor is that the worker contributes in a positive way towards service planning and quality improvement activities