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| **Position Title & Level/Grade:** | CHOICES Personal Assistant | **Department:** | CHOICES & Aged Care Services |
| **Reports to:** | CHOICES & Aged Care Manager | **Supervises:** | nil |
| **Internal Liaisons:** | The CHOICES Personal Assistant will work closely with support coordinators, the rostering team and program managers. | **External Liaisons:** | Participants and Families, other service providers and the wider public. |

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| **Position Objective** | CHOICES & Aged Care Services offers services under a Consumer Directed Care (CDC) model of support to individuals with a disability (physical, intellectual or psychosocial) and to individuals who are ageing in our community. Individuals, families and carers have the ability to choose from a wide menu of services that will support them to live their lives and achieve their aspirations. Services aim to enhance the independence of each individual by a focus on skill development, recovery and community inclusion.  As a CHOICES Personal Assistant you will be required to work with minimal supervision, within person centred, Active Support, Recovery and SRV (Social Role Valorisation) approaches to provide direct support to people with an intellectual, physical, psychosocial disability, multiple disabilities or who are aging. Services may include but are not limited to assistance with daily living and life skills, assistance with household tasks or physical well-being activities. These services may be delivered in a residential setting, an individual’s home or in the wider community, depending on the individuals support needs. Workers may be required to use their own vehicle to travel between shifts or with clients; therefore comprehensive car insurance is required. Shifts may vary from 1 hour to 8 hours, with full-time, part-time and casual contracts available depending on need.  The services are provided in line with National Disability Service Standards, NDIS Practice Standards, National Mental Health Service Standards and Aged care Quality Standards. Services comply with the NDIS Act and Aged Care Act (where applicable) and are delivered in line with the principles of Consumer Directed Care, where individuals are supported to have choice and control over their support and therefore their lives. |
| **Key Responsibilities** | **Quality Service Provision**   * Work within an active support and recovery framework to enhance skills development and independence. * Work closely with the individuals support network to implement life plans within a person centred framework. * Provide quality support to CHOICES & Aged Care clients, in line with shift plans and support plans. Provide feedback to the office should adjustments be required to above mentioned plans. * Work closely with the Rostering Team to build and maintain a roster and attend shifts as outlined on your roster (printed or electronic). * Provide direct support to individuals in all aspects of daily living to include but not limited to personal care, domestic assistance, social support, transport, skill development and respite. * Work within the principles of Social Role Valorisation to encourage connections and valued roles within the community. * Work in line with the principles of Consumer Directed Care, to encourage individuals to exercise choice and control over their support and therefore their lives * Advocate for a client, **but not** provide formal ‘Advocacy’ services for a client. * Report potential or actual hazards, risks or incidents **immediately** to next direct report and complete and incident report. * Recognise that families play an integral part in individuals’ lives and develop skills to engage professionally with them. * Follow systems to support the needs of the individual. This includes management of health care plans and similar plans. * Maintain appropriate documentation to the required standard, ensuring the individuals confidentiality is respected at all times. * Understand and adhere to agency policy and legislation, including WHS.   **Team Work**   * Be a member of a team providing an integrated service to meet a person's individual needs. * Work with other staff to share ideas and experiences and ensure continuity and a consistent service. * Attend and actively participate in staff meetings, training and case reviews as directed * Suggest improvements to support opportunities within the context of the role. * Contribute positively to the workplace environment   **Professional Development**   * Develop and maintain a working knowledge of the National Disability Service Standards, NDIS Practise Standards, Aged Care Quality Standards and the National Mental Health Service Standards. * Participate in training and development opportunities as required. * Actively participate in regular meetings with direct supervisor or delegate. * Actively participate in annual performance appraisal and competencies as required. * Positively contribute at meetings and planning days. * Remain informed about the evolution of the National Disability Insurance Scheme, Aged Care reform and Consumer Directed Care. * Provide feedback to the CHOICES & Aged Care Management Team in regards to the services and systems being developed and implemented * Maintain an current First Aid Certificate   **Administration**   * Maintain and submit timesheets, including travel mileage to the office by the requested date and time, and in the requested format. * Maintain a smart device which is compatible with CatholicCare’s BYOD Policy. * Use a professional level of communication skills to maintain accurate records, write case notes and produce reports, and effectively liaise with individuals, families, colleagues and significant others; maintaining a high degree of confidentiality, sensitivity and empathy. * Provide feedback and input to in line manager to feed into continuous improvement of the agency.   *Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role, team and any organisational objectives.* |

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| **Key Selection Criteria** | | | |
| * Minimum Certificate III in Disability, Aged Care or relevant and hold a current First Aid Certificate * Understanding of what is involved in working with people with a disability, mental illness or who is ageing. * Good communication and negotiation skills, with the ability to build rapport with clients and families. * Understanding of Equal Employment Opportunity (EEO), Work Safety and Confidentiality * Hold a smart phone which can be used for work purposes, in line with CatholicCare’s BYOD Policy. * Hold a current drivers’ license, and a registered car with comprehensive insurance which can be used for work purposes. * Hold a current Working with Vulnerable People card and be willing to undergo a police check. | | | |
| **Experience & Knowledge** | * Knowledge of the disability and/or mental health sectors and services * Knowledge of related standards, laws, legislation, awards regulations and codes * Knowledge of EEO, Work, Health & Safety and Privacy and Confidentiality policies and legislation * Experience in working with people with a disability and/or mental illness or who is aging | **Attributes** | * Ability to work independently * Ability to communicate effectively * Ability and willingness to engage with people in a non-judgmental way * Personal alignment with the agencies mission and values * Punctual and Reliable * Respecting consumers as valued members of their community, understanding their lives, wants, needs and desires |

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| **Employee Declaration** |
| I have read this document and agree to undertake the duties and responsibilities as list above.  I acknowledge that:   * This position description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role, team and any organisational objectives. * The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be evaluated against these measures. |

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| **Employee** |  |
| **Signature** |  |
| **Date** |  |