

## 1. Job Title

Community Care Assistant (CCA)

## 2. Line Reporting

- (i) Clients Relevant Care Manager
- (ii) CCA Co-ordinator
- (iii) Staff Scheduler

## 3. Summary of Key Responsibilities

- Provide community care to frail aged, people with a disability and their carers to assist in maintaining their independence at home. This includes planned services and emergency response and if applicable to your role 'sleepovers' / 'overnight care'.
- As directed by the Care Manager / Staff Scheduler, deliver a range of services to the client including domestic assistance, social support, respite care, shopping, escorted appointments and basic personal care.
- Regularly observe and monitor the client and report any concerns or significant changes with the client to the Care Manager or the myHomecare Office.
- Deliver care in accordance with myHomecare policies and procedures.

## 4. Key Job Functions

The allocated CCA hours may be used in the following key job functions:

- 4.1 Domestic Assistance** – This will include general household domestic duties.
- 4.2 In-Home Respite** - This is where the Community Care Assistant (CCA) looks after the client in their own home while the carer goes out or takes a break.  
During this time the CCA may engage in conversation / diversional activities, provide domestic assistance or prepare a meal.
- 4.3 Socialisation** – This may include taking the client for a drive / outing, having a coffee or taking a walk.
- 4.4 Shopping / Appointments** - The CCA may transport and escort the client to an approved shopping centre or scheduled appointments.
- 4.5 Basic Personal Care** – The CCA will follow a 'Personal Care' plan as developed by the Care Manager and report any concerns directly to the Care Manager. This may include assisting a client with showering, dressing and toileting.

## 5. Work Environment

### (i). Community

The nature of community care requires work to be performed in the client's home / escorted outings. This is a semi-autonomous working environment and therefore requires the CCA to **report any concerns or change in a client's wellbeing to the Care Manager / myHomecare Office.**

It is the CCA's Work Health & Safety responsibility to proactively report any **changes in the work environment** that may present a risk, to the **Care Manager immediately.**

### (ii). myHomecare

The office is the nucleus for coordinating and scheduling staff to deliver care to clients. The Community Care Assistant (CCA) will be required to attend the office or alternate venues for each state, for staff meetings and education in-services. **It is compulsory to attend all staff meetings when requested.**

If you would like to speak/meet with a member of the myHomecare Office team regarding a particular matter, you will always be welcome but **please make an appointment** to ensure the member is available.

## 6. Work Performed

COMPETENCIES	DUTIES / RESPONSIBILITIES / SKILLS
Client Care	<ul style="list-style-type: none"> <li>• Provide assistance to the client / carer as documented in the Community Care plan to meet their individual needs.</li> <li>• Deliver care to clients living with Dementia in a 'person centred' approach.</li> <li>• Provision of care services on weekdays and weekends. This may include planned service or emergency responses <i>eg. Sleepovers or Overnight Care.</i></li> <li>• Perform CCA tasks as defined in the 'Community Care Plan' – <i>domestic assistance, in-home respite, social support, transport to appointments, shopping and meal preparation.</i></li> <li>• Provide personal care as specified in the 'Personal Care' plan.</li> <li>• Regularly monitor / observe clients general wellbeing, <i>eg. Nutritional Intake, Mobility and Cognition</i> and discuss with the Care Manager if concerned.</li> <li>• Monitor the strain and stress placed upon the client's carer (<i>family member/s</i>).</li> <li>• Maintain and promote a positive and enthusiastic delivery of care to clients.</li> <li>• Ensure all clients rights and confidentiality are maintained at all times.</li> <li>• Arrive at the client's home at the agreed time or phone the client to advise you are delayed.</li> <li>• Assume the role of the client 'advocate' where required.</li> <li>• Maintain professional boundaries when delivering care to clients at all times.</li> <li>• Comply with organisational Policies and Procedures relating to care delivery.</li> </ul>

COMPETENCIES	DUTIES / RESPONSIBILITIES / SKILLS
<b>Staff Responsibilities</b>	<ul style="list-style-type: none"> <li>• PPE equipment to be worn as per myHomecare policy and as directed by myHomecare and Government Bodies.</li> <li>• Ensure compliance and awareness of safe work practices and Work Health &amp; Safety employee obligations.</li> <li>• Employees are required to report all injuries as soon as practical (on the day) to the Injury Manager and Care Manager. The injury Manager / Care Manager will advise scheduling.</li> <li>• Equipment to be used in accordance with manufacturer's instructions.</li> <li>• Attend Community Care Assistant (CCA) staff meetings and relevant in-services / education.</li> <li>• Support myHomecare in its Quality Management System (QMS) by promptly completing 'Improvement Logs' on your app this can include - <i>compliments, complaints, problems, potential problems, hazards and suggestions.</i></li> <li>• Promptly report all client related concerns to Care Manager eg. <i>Inappropriate client gestures / feelings.</i></li> <li>• Maintain Knowledge of and practice Aged Care Quality Standards, ISO 9001:2016 and ACIS 2018. Install Aged Care Quality Standards app on your mobile device.</li> <li>• Maintain a positive work culture and report any unresolved employee issues to management.</li> </ul>
<b>Learning and Development</b>	<ul style="list-style-type: none"> <li>• Complete all compulsory face to face and on-line induction orientation training sessions within allocated time provided.</li> <li>• Participate in face to face / on-line courses when requested.</li> <li>• Participate in myHomecare skill validation program.</li> <li>• Maintain a current First Aid Certificate.</li> <li>• Maintain a current CPR Certificate.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Telephone Care Manager to introduce yourself. Continue updated communication with Care Manager regarding clients.</li> <li>• Strong verbal and interpersonal communication skills.</li> <li>• Promote and maintain effective communication channels between the client, office, and the Care Manager.</li> <li>• Acknowledge all messages received (sms/email).</li> <li>• Respond to sensitive inquiries, often from anxious clients / family, with tact, discretion and professionalism.</li> </ul>

<b>Documentation</b>	<ul style="list-style-type: none"><li>• Ensure you have a thorough understanding of the client documentation.</li><li>• Maintain up-to-date and accurate documentation relating to client profile.</li><li>• Ensure all documentation is legible.</li><li>• Ensure where a client has a myHomecare home file, documentation is kept to a minimal. Once documentation culled forward to Care Manager or myHomecare Office for electronic archiving.</li><li>• Read employee hand book and acknowledge by signing your employee contract you have read and understood content.</li><li>• At the employee's cost, maintain current mandatory documentation and emailing to <a href="mailto:HR@myhomecare.com.au">HR@myhomecare.com.au</a> prior to expiry:-<ul style="list-style-type: none"><li>• First Aid Certificate</li><li>• CPR Certificate</li><li>• Drivers Licence</li><li>• Vehicle Registration and Insurance</li><li>• Criminal History Check - to include working with Children</li><li>• Professional Registrations</li></ul></li></ul>
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## 7. Personnel Specification

<b>Minimum Qualifications</b>	<ul style="list-style-type: none"> <li>• Current First Aid / CPR Certificate.</li> <li>• Current NSW Driver's Licence.</li> <li>• Road worthy motor vehicle with Comprehensive or Third Party Property Damage motor vehicle insurance.</li> <li>• Criminal History Check including working with Children.</li> <li>• Smart Phone with internet access.</li> <li>• Willingness to attend an employee medical.</li> </ul>
<b>Essential Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Trustworthy and high level of personal integrity.</li> <li>• Demonstrate a high level of enthusiasm in working with the aged, frail and people with a disability.</li> <li>• Demonstrate empathy and compassion towards myHomecare clients and their carers / family.</li> <li>• Effective verbal and written communication skills and ability to work in a team.</li> <li>• Ability to treat client information in strict confidence at all times (within the myHomecare group) .</li> <li>• Team player who is comfortable working in a semi-autonomous environment.</li> <li>• Ability to develop a courteous rapport with others.</li> <li>• Ability to develop a therapeutic relationship with clients and their family.</li> </ul>

## 8. Acceptance

I have read and understood the Position Description and agree to abide by the same.

Employee Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager: \_\_\_\_\_ Date: \_\_\_\_\_

## PART B - POSITION DEMANDS CHECKLIST

The purpose of this checklist is to manage any risk/s associated with this position and guide training requirements and environmental /equipment adaptation that may be necessary for the occupant of this position.

### Frequency Code

O	=	occasionally
F	=	frequently
C	=	constantly
R	=	repetitively
N/A	=	not applicable to this position

Demands	Description	Frequency				
		O	F	C	R	N/A
<b>Physical Demands of the Position</b>						
Kneeling/Squatting	Tasks involve flexion/bending at the knees and ankle, possibly at the waist in order to work at low levels		●			
Leg/Foot Movement	Tasks involve use of the leg and/or foot to operate machinery	●				
Hand/Arm Movement	Tasks involve use of hands/arms - eg, stacking, reaching, typing, mopping, sweeping, sorting and inspecting		●			
Bending/Twisting	Tasks involve forward or backward bending or twisting at the waist		●			
Standing	Tasks involve standing in an upright position without moving about					●
Driving	Tasks involve operating any motor powered vehicle			●		
Sitting	Tasks involve remaining in a seated position during task performance		●			
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended		●			
Walking/Running	Tasks involve walking or running on even surfaces		●			
	Tasks involve walking on uneven surfaces			●		
	Tasks involve walking up steep slopes		●			
	Tasks involve walking down steep slopes		●			
	Tasks involve walking whilst pushing/pulling objects			●		
Climbing	Tasks involve climbing up or down stairs			●		
Working at heights	Tasks involve making use of ladders, foot stools etc, anything where the person stands on an object other than the ground					●
Lifting/Carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms	●				
	1. Light lifting/carrying (0-9kg)			●		
	2. Moderate lifting/carrying (10-15kg)					●
	3. Heaving/lifting/carrying (16kg and above)					●
Pushing/Pulling	Tasks involve pushing/pulling objects away from or towards the body <i>ie. Wheelchairs / mops and brooms</i>				●	
Grasping	Tasks involve gripping, holding, clasping with fingers or hands		●			

Demands	Description	Frequency				
		O	F	C	R	N/A
Manual Dexterity	Tasks involve fine finger movements - eg, keyboard operation, writing		●			
<b>Sensory Demands of the Position</b>						
Sight	Tasks involve use of eyes (sight) as an integral part of task performance - eg, looking at screen/keyboard in computer operation, working in dark environment			●		
Hearing	Tasks involve working in a noisy area - eg, workshop and/or operation of noisy machinery/equipment					●
Smell	Tasks involve the use of the smell senses as an integral part of the task performance	●				
Taste	Tasks involve use of taste as an integral part of task performance	●				
Touch	Tasks involve use of touch as an integral part of task performance		●			
<b>Psychosocial Demands of the Position</b>						
	Tasks involve interacting with distressed people	●				
	Tasks involve interacting with people with mental illness/disability/cognitive impairment			●		
<b>Exposure to Chemical Hazards</b>						
Dust	Tasks involve working with dust			●		
Gases	Tasks involve working with gases					●
Fumes	Tasks involve working with fumes - eg, which may cause problems to health if inhaled					●
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made with skin - eg, dermatitis	●				
Hazardous Substances	Tasks involve handling hazardous substances including storage and/or transportation					●
<b>Working Environment</b>						
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance - eg, glare	●				
Sunlight	Exposure to sunlight			●		
Temperature	Tasks involve working in temperature extremes - eg, working outdoors		●			
Confined Spaces	Tasks involve working in confined spaces		●			
<b>Accident Risk</b>						
Surfaces	Tasks involve working on slippery or uneven surfaces		●			
Housekeeping	Tasks involve working with obstacles within the area - bad housekeeping			●		
Heights	Tasks involve working at heights below knee level and/or above shoulder height		●			
Manual Handling	Tasks involve manual handling tasks			●		
<b>Biological Hazards</b>						
Biological Products	Tasks involve working with blood/blood products/body fluids					●