

Position Title

Care Attendant

Company

Angle Vale Gardens Retirement Estate

Objectives of Position

The Care Attendant is responsible for providing a range of services effectively and efficiently including cleaning, laundry, meal preparation and food service, personal care services and emergency on call service while maintaining a professional, friendly and courteous manner.

Key Relationships

- This position reports to Estate Manager
- There are no staff reporting to this position
- This position works closely with Estate Staff

Position Responsibilities

Customer/Resident Services

- Support the delivery of a quality lifestyle for residents that meets company values
- Provide a prompt and courteous service and act in a professional manner at all times
- Carry out timely and proficient laundry and cleaning service for Community Centre, Serviced Apartments and Independent Living Units in accordance with schedules
- Perform personal care services to assist residents with daily living tasks in accordance with schedules
- Respond effectively to emergency call service, including assessing required response, delivering first aid and calling ambulance
- Assist in preparation and service of meals, including basic meal preparation, dining room setup, meal service and kitchen cleaning duties.

Systems and Processes / Performance Management & Improvement

- Ensure relevant documentation is completed for Resident Personal Care and other Service records
- Ensure documentation for services to be invoiced to residents is completed
- Assist in maintaining Food Safety logs and records.
- Contribute to the relevant documentation of procedures and review of processes as required.
- Initiate and be actively involved in continuous improvement initiatives.
- Seek learning opportunities and develop and maintain own professional development portfolio of learning and experience.

Leadership & People

- Accept responsibility for own safety in the workplace and take appropriate remedial action when hazards are observed. Use prescribed personal protective equipment
- Contribute to specific change management strategies as required.

Personal Criteria

Experience and Knowledge

- Proven experience and ability to develop relationships and demonstrate empathy when dealing with residents
- Certificate III in Aged Care (or willing to obtain). - Desirable
- General knowledge of cleaning and laundry services and use of household equipment
- Experience in basic food preparation and service
- Holds an unencumbered Australian Drivers Licence – essential
- First Aid Certificate (or willing to obtain) - essential

Personal Capabilities

- Highly self-motivated with the ability to establish credibility and gain the confidence of a wide range of people from diverse backgrounds – essential.
- Able to act in a calm, empathetic and decisive manner when responding in an emergency situation – essential
- Physical ability to carry out a range of tasks requiring lifting, bending, kneeling, scrubbing, carrying and standing for extended periods associated with delivering personal care, cleaning, laundry and kitchen services - essential
- Ability to prioritise workload and meet set timelines.
- Ability to be creative, innovative and flexible and readily accommodate change.

Accepted by Employee:

Name: _____

Signature: _____

Date: _____