



BALRANALD SHIRE COUNCIL

POSITION DESCRIPTION

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| Division: Corporate and Community | Section: Bidgee Haven Hostel |
| Position: Residential Care Supervisor | Reports To: Personal Care Attendant |
| Classification: <i>Local Government Aged, Disability and Home Care (State) Award</i> | Number staff supervised: nil. |
| Employment Status: Casual | Hours of Work: Call in Casual |
| Location: Bidgee Haven Retirement Hostel, Balranald | Designated Management Position: NO |
| Approved By: General Manager | Review Date: November 2018 |

OVERVIEW OF POSITION:

The position is part of the Bidgee Haven Hostel (the Hostel), a retirement facility owned and operated by Balranald Shire Council (Council). Bidgee Haven Hostel is a modern fully accredited 15 bed residential aged care facility providing care for older people who find it difficult to live at home for a variety of reasons.

This position is to ensure all residents of the Hostel receive adequate daily care and that their reasonable physical, emotional and spiritual needs are met.

The position is offered as on-call casual.

PERSONAL ATTRIBUTES APPLICABLE TO ALL POSITIONS

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| Display resilience and voice | Be open and honest, prepared to express your views and willing to accept and commit to change. |
| Act with Integrity | Be ethical and professional, and adhere to the Code of Conduct, Council Values and Work Standards |
| Manage Self, Deliver Results | Show drive and motivation, commitment to continuous learning and achieving results through efficient use of resources. |
| Work Safely | Take care of own health and safety and that of others, be aware of hazards and promptly report same to WHS officer. |
| Communicate Effectively, and work Collaboratively | Communicate clearly, actively listen to others and respond with respect; engage and collaborate with others and value their contribution. |
| Customer Service Focused | Provide customer centred services in line with organisational objectives and agreed service standards. |
| Demonstrate accountability | Be responsible for own actions, adhere to legislation, policies and procedures and be proactive in identifying and addressing risk. |

POSITION REQUIREMENTS

| Key Responsibility and Duties | Performance Expectation |
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| Resident Quality Care | <ul style="list-style-type: none"> • Provide quality care to residents including showering, dressing, grooming and toileting. • Maintain the dietary and hydration requirements of residents. • Participate in housekeeping, cooking, ordering, laundry, cleaning within Bidgee Haven Hostel. • Administration of medication (according to scope of practice and adherence to the medication policy and procedures of Bidgee Haven Hostel). • Coordination of medical appointments. • Completion of documentation of care given to residents, including daily charts and reports. • Perform observations on residents as needed. • Provide psychological support to residents and families as needed. • Assist in resident activities as needed. • Identify and report any issues of concern to the Hostel Coordinator/Residential Facility Manager. |
| Interpersonal Skills | <ul style="list-style-type: none"> • Sensitivity and understanding of the needs of the aged. • Ability to set and maintain high standards in the provision of quality care and support services to aged people. • Be proactive in identifying and pursuing personal development skills. • Ability to maintain confidentiality. • To ensure the provision of high quality care and support to the residents in accordance with the Mission and Objectives of the Balranald Shire Council. • To provide a caring environment which enhance the security, welfare and wellbeing of residents. • To acknowledge and foster partnerships with each resident, respecting their dignity and privacy, and ensure they are given opportunities to make decisions particularly on their day-to-day routines. • To promote and enhance the good name of Balranald Shire Council with all stakeholders. |
| General | <ul style="list-style-type: none"> • Adherence to Bidgee Haven Hostel and Balranald Shire Council Policies and Procedures. • To provide the best customer service to both internal and external stakeholders in accordance with Council policies and procedures. • Ensuring that the public image of the Council as a service provider is always maintained in the highest integrity. |

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| Participate in quality improvement duties. | <ul style="list-style-type: none"> • To provide a positive contribution in the exchange of information between team members. • To participate in training programs designed to increase efficiency and effectiveness. • To identify areas where additional training is required and advise the Hostel Coordinator/Residential Facility Manager. |
| Workplace Health & Safety/Risk Management | <ul style="list-style-type: none"> • The responsibilities of this position are to be completed in line with the NSW Work Health & Safety Act 2011, and the NSW Work Health & Safety Regulation and the NSW Work Health & Safety Policies and procedures of Balranald Shire Council. • Actively contribute and promote safe actions in the workplace at all times, including: <ul style="list-style-type: none"> ➢ identify potential safety hazards and notify the Hostel Coordinator of hazards which are not able to be remedied immediately; and ➢ assist in the ongoing maintenance of a safe workplace through the involvement and implementation of safe systems. |
| Judgement and Decision making skills | <ul style="list-style-type: none"> • The ability to organise and prioritise task and duties. |
| Equal Employment Opportunity (EEO) | <ul style="list-style-type: none"> • To actively support the principles and practices of EEO. |
| Privacy and Confidentiality | <ul style="list-style-type: none"> • To adhere to Balranald Shire Council policies and procedures regarding privacy and confidentiality of all matters regarding the management and operation of Bidgee Haven Hostel and the Balranald Shire Council. |

SELECTION CRITERIA

ESSENTIAL:

Skills and Experience:

1. Certificate III in Aged Care.
2. Good communication and interpersonal skills including demonstrated experience interacting with a wide range of people.
3. Ability to adapt to the changing needs of residents.
4. Ability to work effectively as a team member.
5. Ability to cope with change and work demands.
6. Current National Police Certificate (or ability to acquire).

DESIRABLE:

Skills and Experience:

1. Current drivers and / or bus licence.

Acknowledgement

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by Balranald Shire Council from time to time as necessary.

Employee Name:

Employee's Signature:

Date:

Manager's Signature:

Date: