



POSITION DESCRIPTION

Position:	CHOICES Personal Assistant
Reports To:	CHOICES Program Manager
Responsible for:	NIL
Location:	Various Locations
Classification:	Level 2-3 CatholicCare Enterprise Agreement.

THE AGENCY

CatholicCare Canberra and Goulburn (CatholicCare) is the welfare arm of the Roman Catholic Church and has provided services to the Australian Capital Territory and South Eastern New South Wales since 1957.

Today CatholicCare is one of the ACT's largest providers, assisting over 6000 people per year across the ACT and its regions, through the provision of quality services that include accommodation, respite, aged care, disability, mental health, youth, drug and alcohol, employment, counselling, migrant support and early intervention services. CatholicCare employs over 250 people across the region.

Our Vision

Our vision is for an equitable society where the rights, dignity and worth of all individuals are recognised and promoted.

Our Mission

CatholicCare Canberra and Goulburn is the welfare arm of the Archdiocese of Canberra and Goulburn. In keeping with the Catholic Church's Social

Teachings we uphold the dignity of each person by;

- Providing high quality accessible services that are aligned with individual needs
- Empowering individuals, couples and families
- Promoting healthy, inclusive communities through relationships and

Created on: 23.01.2014

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Reviewed: March 2015, May 2017

Approved: 12.6.2014 RM, 19.3.2015 RM, 29.05.2017 RM

collaboration for the common good

Our Values

Respect - we recognise and provide services that uphold the inherent dignity of each individual.

Stewardship – we use our gifts and resources in a responsible way that helps provide justice for all.

Solidarity - we commit ourselves to work with others in a way that enables all in our community to share in the common good.

Excellence - we aspire to the highest standards of service for the people we care for, in all that we do and for all in our community

THE PROGRAM-YOUR TEAM

The CHOICES & Aged Care Services offers services under a consumer directed/self-directed model of support to individuals with a disability, either physical, intellectual or psychosocial and to individuals who are aging in our community. The CHOICES & Aged Care Services offers a varied menu of services to individuals who will have the ability to choose the supports they want, in order to live their lives and achieve their aspirations. CHOICES & Aged Care Services are delivered within a person centred framework and aim to enhance the independence of each individual by focusing on skill development, recovery and community inclusion.

POSITION PURPOSE AND DESCRIPTION

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, Home Care Standards, National Mental Health Service Standards and Aged Care Act (where applicable) and are delivered in line with the principles of the National Disability Insurance Scheme and Consumer Directed Care, where individuals are supported to have choice and control over their support and therefore their lives.

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Main Accountabilities	Performance Outcomes
<p>Building Quality Organisation:</p> <ol style="list-style-type: none"> 1. Staff are expected to contribute to a safe and healthy workplace environment, as well as to provide service which conforms to agency and government rules and regulations. 2. Staff are expected, at times, to participate in corporate events, this could be the social club, working groups, committees etc. 3. Participate in the review of program and agency policies. 4. Staff are expected to participate in building a quality service, which includes providing feedback, identifying improvement opportunities and innovative practice. 	<ol style="list-style-type: none"> 1.1 Adhere to Work Health and Safety Policies, 1.2 Adhere to agency policy and legislation, 1.3 Contribute positively to the workplace environment. 2.1 Attendance at committees and meetings. 3.1 Contribution at planning days, team meetings. 4.1 Participate actively in the services continuous quality improvement activities and in accreditation requirements.
<p>Providing Quality Services and Programs:</p> <ol style="list-style-type: none"> 1 Quality service provision 	<ol style="list-style-type: none"> 1.1 Work within an active support and recovery framework to enhance skills development and independence. 1.2 Work closely with the individuals support network to implement life plans within a person centred framework. 1.3 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. 1.4 Work within the principles of Social Role Valorisation to encourage connections and valued roles within the community. 1.5 Advocate for a client, but not provide formal 'Advocacy' services for a client. 1.6 Report potential or actual hazards, risks or incidents immediately to next direct report. 1.7 Recognise that families play an integral part in individuals lives and develop skills to engage professionally with them. 1.8 Follow systems to support the needs of the individual. This includes management of health care plans and similar plans. 1.9 Maintain appropriate documentation to the required standard, ensuring the individuals

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<p>2 Team Work</p> <p>3 Professional development</p> <p>4 Administration</p>	<p>confidentiality is respected at all times.</p> <p>2.1 Be a member of a team providing an integrated service to meet a person's individual needs.</p> <p>2.2 Work with other staff to share ideas and experiences and ensure continuity and a consistent service.</p> <p>2.3 Assist with orientation for new workers as required, by providing 'buddy shifts'.</p> <p>2.4 Attend and actively participate in staff meetings, training and case reviews as directed</p> <p>2.5 Suggest improvements to support opportunities within the context of the role.</p> <p>3.1 Develop and maintain a working knowledge of the National Disability Service Standards, the Home Care Standards and the National Mental Health Service Standards.</p> <p>3.2 Actively participate in regular meetings with direct supervisor.</p> <p>3.3 Actively participate in annual performance appraisal and competencies as required.</p> <p>3.4 Remain informed about the evolution of the National Disability Insurance Scheme and/or Consumer Directed Care.</p> <p>3.5 Provide feedback to the CHOICES & Aged Care Management Team in regards to the services and systems being developed and implemented.</p> <p>4.1 Maintain and submit timesheets, including travel mileage to the office by the requested date and time, and in the requested format.</p> <p>4.2 Maintain a smart device which is compatible with CatholicCare's BYOD Policy.</p> <p>4.3 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.</p> <p>4.4 Provide feedback and input to in line manager to feed into continuous improvement of the agency.</p> <p><i>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.</i></p>
<p>Sustaining quality external relationships:</p>	

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1. You are required to provide a professional and quality service to all stakeholders	2.1 Professional communications to all stakeholders, 2.2 Provide timely response to stakeholders, 2.3 Feedback and complaints are dealt with as per policy.
2. You will be required at times to represent the agency	2.4 Attend external network meeting, forums, committees, conferences and consultations as directed by your manager, 2.5 Attend service visits as directed by your manager and report to team meeting, 2.6 You may be required to participate in activities such as expos and community events, 2.7 Provide feedback of any visits or attendance at events at the team meeting.

COMPLIANCE

- Privacy Act 1988
- Discrimination Act 1991
- Human Rights Act 2004
- CatholicCare Enterprise Agreement 2010-2012
- Code of Conduct and Ethics for CatholicCare employees
- Work Health and Safety Act 2011
- National Disability Service Standards
- National Mental Health Service Standards
- Home Care Standards
- Aged Care Accreditation Service Standards

Please note applicable legislation may change during your employment

KEY RELATIONSHIPS/INTERACTIONS

Relationship with Who	Why
CHOICES Team	Building cooperation and collaboration in the workplace to achieve program goals
Program Manager	Provide support, direction, accountability, approval and guidance
Senior Operations Manager	Provide support, direction, accountability, approval and guidance when manager not available
Director	Provide leadership and direction to the portfolio
CHOICES Senior Operation Manager & Director	Provide support and guidance on the implementation of the NDIS through CHOICES.

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PERSONAL ATTRIBUTES REQUIRED FOR THIS POSITION

- Respecting individuals as valued members of their community, respecting their right to have control over their lives, determine their wants and desires and have choice over the support that is put in place to meet their needs,
- Ability to prioritise, manage time and show attention to detail,
- Well-developed oral and written communication skills,
- Promote positive team dynamics,
- Well established professional boundaries,
- Be able to communicate effectively and establish positive relationships and rapport with people.

SELECTION CRITERIA

- Certificate in Disability, Aged Care and/or Mental Health or equivalent.
- Demonstrated understanding of the issues involved in working with people with an intellectual, physical, and psychosocial disability, multiple disabilities or who is aging.
- Demonstrated understanding supporting people to have choice and control over their services and life to increase or maintain independence.
- Demonstrate awareness of the following (where relevant):
 - Person Centred Practice
 - National Disability Insurance Scheme (NDIS)
 - Aged Care Reforms
- Understanding of Equal Employment Opportunity (EEO), Work Safety and Confidentiality,
- Applicants must hold a Current First Aid Certificate, Current Drivers Licence, Private and On Road Professional Comprehensive Car Insurance
- Applicant must have a reliable vehicle and a compatible smart device for Bring Your Own Device purposes.
- Be in possession of a Working with Vulnerable People Card (WWVP Card) and willing to undergo a National Criminal History Check.

STANDARDS TO WHICH PERFORMANCE WILL BE ASSESSED

- Performance Outcomes,
- Demonstrating CatholicCare's Vision, Mission and Values,
- Compliance with CatholicCare policies, procedures and practices,
- Compliance with the position description,
- Key Achievements,
- Contribution to the team and the organisation,
- Management, peer and stakeholder feedback.

I have carefully reviewed the Position Description and am satisfied that it fully and accurately describes the requirements of the position.

Manager: _____

Date: _____

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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 measured against these measures.

Staff Name: _____

Signature: _____

Date: _____