

# Community Care Workers INFORMATION PACK

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## 1. Selection Criteria

**Please briefly address each criterion individually in a cover letter** – bullet points or short paragraphs are OK

1. Commitment to engage and align with HammondCare's Christian Mission, Motivation and Mission in Action.
2. No formal qualification necessary, however Certificate III Aged Care is an advantage.
3. Experience and passion in providing personal care for elderly people and to care for those living with dementia.
4. A current drivers licence and safe driving record. Willingness to travel between HammondCare's sites and from client to client homes throughout the shifts.
5. Administrative and computer skills, including the usage of a smart phone.

## Job Demands

Physical capabilities are required to meet the job demands. The job requires the manual handling of people and the physical capabilities include –

- bending
- kneeling
- occasional awkward postures

## Additional Information to be provided with Application (information treated in the strictest confidence)

1. Do you have any medical condition/illness, which would prevent or hinder you from performing the work you have applied for? If **"YES"**, please give details (including dates).
2. Were you born in Australia? If **"NO"**, please give details of your citizenship, permanent residency or working visa (include copy of relevant documentation).
3. HammondCare recommends that workers continue to be made aware of the recommendations with regards to immunisation against Hepatitis B and Influenza as advised by the Ministry of Health. Although not compulsory, it is recommended that all workers know their vaccination and immunity (serology) status.

## How to Apply

Please email your resume and a covering letter addressing the above selection criteria to:

**Attention:** CCW – Blue Moutains

**Email:** [recruitment@hammond.com.au](mailto:recruitment@hammond.com.au)

# WORK AVAILABILITY FORM

## HammondCare At Home Care Worker

Please complete and return with your application.

<b>Applicant's name:</b>		<b>Date:</b>	__/__/____
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Would you prefer casual or part-time employment?  Casual  Part-time

Based on this part-time or casual employment, how many hours would you prefer to work?

Less than 10 hours per week     10 – 20 hours per week     20 – 30 hours per week

**When are you available to work?**

Please complete table below, by ticking each box that you are available to work. If you are not available on a particular day, please write N/A.

\*Your availability will be considered during the recruitment process and (if successful) form part of your employment contract.

**It is important to note that your availability for work as provided in this document will be considered to form part of your Letter of Offer and as such your terms and conditions of employment if you are successful in being offered a role with HammondCare. This will mean that your availability will not be able to be changed unless agreed to by HammondCare.**

	Mon	Tue	Wed	Thurs	Fri	Sat	Sun
<b>Morning (7am to 3pm)</b>							
<b>Afternoon (1pm to 9pm)</b>							

If you are interested, please indicate the hours you are available to work in the evening or overnight?

	Mon	Tue	Wed	Thurs	Fri	Sat	Sun
<b>Night times (8pm to 7am)</b>							

### Things to consider:

- You will be involved in caring for clients in their homes which will include personal toileting and showering or bathing;
- You will be required to travel to a variety of clients' homes and travel outside of your local area maybe required (travel allowance is payable per kilometer travelled between client visits);
- Minimum shift length is one hour, however this is kept to a minimum.

**Other comments/information relating to your availability:**

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<b>Applicant's Signature:</b>		<b>Date:</b> __/__/____
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## 2. Context and Scope

HammondCare is an independent Christian charity that exists to improve quality of life for people in need.

We specialise in aged and dementia care, palliative care, rehabilitation, mental health services for older people, and other related health and aged care services. HammondCare seeks to embed evidence based best practice in its services and we provide these services through home care, sub-acute hospitals and residential aged care.

Bringing these health, hospital and aged care services together, HammondCare has been able to develop innovative, flexible care models designed to serve people with complex health or aged care needs, regardless of their circumstances.

HammondCare works to provide its staff with support, career development opportunities, education, responsibility and recognition, work/life balance, and satisfying roles.

### Summary of Position

The role of the Care Worker (HammondCare At Home) works within the Mission and Mission in Action of HammondCare to deliver a range of "in-home" aged care services to clients who are in receipt of a Home Care Package or other aged care services (i.e. CHSP In Home Respite, Private Service etc). The Care Worker (HammondCare At Home) works mostly alone in the clients' homes, but the support of their Care Manager.

This role is expected to deliver outstanding levels of client service and to perform delegated duties to a high standard within the HammondCare Mission and Core Values so as to maximise client satisfaction.

The essence of this role:

- Community Care Workers are part of a dedicated & well supported team providing care in the home, including personal care, housework, shopping, medication supervision, according to each client's care plan.
- Enable each client to have the opportunity to succeed at the activities of daily living which promote dignity, self-respect and maintain the client's quality of life and abilities.
- A strong team player who will communicate changes in care, completion of all documentation, while maintaining confidentiality.
- Comprehensive and ongoing training and development is provided.

### Key responsibilities

Responsibilities	Capability	Outcomes
1.0 Provide tailored care. <ul style="list-style-type: none"><li>• Provide personal care services according to their individual Care Plan.</li></ul>	Mission in Action Working Effectively with Others	<ul style="list-style-type: none"><li>• Client will receive individualised care which is reflected in their agreed care plan.</li></ul>

Responsibilities	Capability	Outcomes
<p>Includes – showering, grooming such as dressing/undressing, hair care, shaving, Toileting such as, transfer on/off toilet, changing incontinence pads, assisting with menstrual care, assistance with toilet aids – catheters, colostomy bags</p> <ul style="list-style-type: none"> <li>• Mobilising – assisting clients to turn and /or sit where clients can offer limited or no assistance with weight bearing. Assisting the client with movement (e.g. bed to chair to bed), walking with client inside and outside the home, pushing and positioning clients in wheelchairs, wheeled commode or shower chairs. Setting up and using mechanical lifters for those clients who are fully dependent. Also includes pressure care by assisting the client to change positions in bed.</li> <li>• Medications – Assisting the client with administering liquid, medicines, pills, powders, nose and eye drops. Giving medications from a blisterpack, monitoring blood sugar levels, helping with nebulisers etc.</li> <li>• Meals and Eating – Cooking meals and assisting the client to eat a meal.</li> <li>• Household duties – cleaning, vacuuming, dusting, washing of floors, changing bed linen, washing clothes, hanging out washing, cleaning bathroom.</li> <li>• Socialisation and leisure activities – taking clients outside the home (e.g. shopping, medical appointments, social activities etc.), assisting the client to move into and out of a motor vehicle, and driving clients. Includes lifting support items into and out of motor vehicles (including wheelchairs, walking frames, bags of loaded shopping etc). Providing and facilitating engagement in a range of recreational activities (centre based where relevant) for older people living with dementia who may be isolated at home or at risk of</li> </ul>	<p>Demonstrates Excellence in Work Adapting Approaches</p>	<ul style="list-style-type: none"> <li>• Clients will be treated with dignity and respect. Having both their physical and emotional needs met.</li> </ul>

Responsibilities	Capability	Outcomes
<p>premature or inappropriate admission to residential care.</p>		
<p>2.0 Maintain professional communication.</p> <ul style="list-style-type: none"> <li>• Maintain ongoing and effective communication with the Case Manager, Service Support Officer and/or the service Manager, including the giving and receiving of relevant information.</li> <li>• Maintain confidentiality of client information at all times.</li> <li>• Update care activities and client status in clients' notes and ensure completion of all documentation.</li> <li>• Develop a good working knowledge of all HammondCare Policies and Procedures, particularly those relating to Quality of Care, and to work within those guidelines while providing care services.</li> <li>• Correctly utilise HammondAtHome issued mobile phone, where provided, with regard to responding to requests from Scheduling Team, attending client visits, logging of kilometres travelled each day, and where a phone is not provided, meet service rostering requirements, and meeting site rostering requirements where applicable.</li> </ul>	<p>Mission in Action – Working Effectively with Others Delivering Results Demonstrates Excellence in Work Adapting Approaches</p>	<ul style="list-style-type: none"> <li>• Care worker and Manager will have effective communication to ensure a high standard of care is delivered to our clients</li> </ul>
<p>3.0 Client and Staff Safety.</p> <ul style="list-style-type: none"> <li>• Abide by all HammondCare Workplace Health &amp; Safety Policies and Procedures, including reporting of hazardous procedures and work areas and anything that has or might compromise the care of the client or the health of the staff member.</li> <li>• Operate motor vehicle in a safe manner when driving to and from client locations, particularly when transporting clients.</li> </ul>	<p>Mission in Action Working Effectively with Others Delivering Results Demonstrates Excellence in Work Adapting Approaches</p>	<ul style="list-style-type: none"> <li>• All staff and clients work within a safe environment with all incidents and risks escalated as appropriate.</li> </ul>

Responsibilities	Capability	Outcomes
<ul style="list-style-type: none"> <li>Professional boundaries – maintaining appropriate professional boundaries to protect our clients and yourself. Focusing on meeting the client’s needs, not your own personal needs. Establishing a professional, rather than a personal, relationship with clients. Protecting the privacy, dignity and rights of client’s responsibilities.</li> </ul>		
<p>4.0 Care Team membership</p> <ul style="list-style-type: none"> <li>Work as a member of the HammondAtHome team to provide continuity of care to our clients, including assisting and training other staff as required.</li> <li>Attend staff meetings and training sessions as required</li> <li>Recognise the critical role of client’s families and work supportively with family members, including ongoing monitoring of any difficult situations and escalation of issues to the Case Manager or service Manager where appropriate.</li> </ul>	<p>Mission in Action  Providing Leadership  Working Effectively with Others  Delivering Results  Demonstrates Excellence in Work  Adapting Approaches</p>	<ul style="list-style-type: none"> <li>A cohesive and well-functioning team will be in operation</li> <li>All staff align with HammondCare and contribute when appropriate to ensure the team continues to grow and develop</li> </ul>

## Capabilities for the Role – Work Steam A

Capability	Description	Behavioural Indicators Work Stream A
<b>Mission in Action – Live the Mission</b>	Align with HammondCare culture and values, and shape the culture by demonstrating the Mission in action – Serving Others and Working Together.	Demonstrates a strong understanding of the HC Mission, Motivation and Mission in Action and ensures that judgements, decisions and actions are aligned.
<b>Providing Leadership</b>	Lead self and others by seeking feedback and taking responsibility for personal and professional development. Empower others to develop the 6 capabilities to meet HammondCare’s future directions.	Serves as a role model that other people want to follow. Commits to continuous development. Motivates oneself. Facilitates the improved performance of others by providing advice and guidance.
<b>Working Effectively with Others</b>	Serve people with passion, working together to focus on the needs of those we serve. Being deliberate about communication to engage others and achieve outcomes. Proactively partner and collaborate across teams and portfolios. Demonstrate self-awareness and motivation, and help others develop greater self-awareness.	Ensures the primary focus is on the needs of the people we serve. Seeks to see things from their point of view. Relates well, acts professionally and actively participates as a member of a team (includes everyone you work with and serve) and contributes to improving quality of life for those you serve. Has self-awareness; is open to feedback and seeks to understand how your actions and behaviours impact on others.
<b>Delivering Results</b>	Perform the requirements of the role well and ensure role expectations and objectives are met. Solve problems effectively, ensuring that issues are fully understood. Manage performance and evaluate outcomes.	Achieves day-to-day responsibilities and meets expectations. Recognises the activities needed to get things done. Completes role responsibilities without close supervision. Uses skills and knowledge to make effective decisions ensuring that issues are fully understood; options explored and others are consulted.
<b>Demonstrates Excellence in Work</b>	Follow HammondCare’s mission and apply evidence based practice to the way you work.	Uses knowledge and skills to perform your role at the standard HC expects and follows through on tasks to completion. Implements HC policies and procedures relevant to your role. Actively seeks improved work methods. Safeguards and maintains the organisations financial, physical and intellectual assets within scope of role.
<b>Adapting Approaches</b>	Adapt to changing circumstances and perform role effectively in an environment of ambiguity and complexity. Embrace innovation by recognising situations or conditions where change is needed and influence others to improve.	Re-prioritises work to meet changing needs. Proactively asks questions to clarify issues where there is uncertainty. Is flexible and open to change. Identify opportunities to improve the way you work.

### 3. HammondCare's 'Motivation, Mission and Mission in Action'

# Our mission

Our passion is improving quality of life for people in need

## Our motivation

The work of HammondCare is motivated by the Christian principles and values expressed in the words and deeds of Jesus Christ. HammondCare believes in the value of all people as made in the image of God and as loved by God. We are therefore called to show the same love, with compassion and respect, for people in need.

## Our mission in action

We serve people with complex health or aged care needs, regardless of their circumstances.

### How we serve others

#### Listening and relating

We listen to people and seek to understand their needs.

#### Enabling choice

With creativity and wisdom, we enable people to choose and to engage in life through activities they enjoy, find satisfying and from which they derive dignity and self-respect.

#### Tailoring care

We believe that providing excellent and responsive clinical care flows from knowing and understanding the person.

#### Belonging

We believe that feeling safe is crucial for people's well-being. We recognise the value of feeling in control and 'at home'.

#### Partnering with family and friends

We actively encourage family and friends to be our partners in care.

#### Engaging with community

We encourage people to be involved in their community and we will connect with the communities in which we serve.

#### Equity and access

We seek to serve the disadvantaged and those unable to care for themselves.

#### Nurturing the whole person

Our Christian motivation means that we nurture the spiritual well-being of people, as well as meeting their physical and emotional needs.

### How we work together

#### Serving with passion

We only want staff and volunteers who enjoy serving others and demonstrate this in their behaviour and attitude.

#### Learning and developing

We build the knowledge and skills necessary to do our jobs well and develop satisfying careers. We all use what we learn.

#### Being creative and innovative

We seek to research, develop and improve care and services. We encourage creativity and innovation.

#### Communicating well

We communicate honestly, openly and in a timely manner.

#### Respecting confidentiality

We protect the privacy and confidentiality of those we serve and with whom we work.

#### Being wise with resources

We will manage resources effectively and sustainably.

#### Managing risks for better care

We manage risks in an intelligent and measured way rather than seeking to eliminate them.

#### Valuing teamwork and sharing responsibility

We respect and value each other, our different roles, and the diversity of team members. All staff members share responsibility for our services and work together to reach common goals.



**HammondCare**  
Champion Life

