

POSITION DESCRIPTION

POSITION TITLE:	Crisis Team Member
SECTION:	Client Services
CONDITIONS OF SERVICE:	As per Contract of Employment
RESPONSIBLE TO:	Manager – Client Services
POSITIONS UNDER DIRECT SUPERVISION:	None

1. THE OBJECTIVES OF THE POSITION

The objectives of the Crisis Carer are to:

- Provide a responsive Crisis Care Service and emergency backup for other PHCS services out of hours.
- Inform and liaise with Managers, Coordinators and PHCS' employees on relevant client and Support Worker matters, and policy and procedure issues as required.
- Identify risks and hazards as part of client assessments.
- Be willing to attend training and implement new skills learnt within the work place.
- Promote and demonstrate a culture of teamwork within PHCS.
- Support continuous improvement within PHCS.
- To work within legislative, funding and PHCS Policies and Procedures.

2. MAIN TASKS/DUTIES

2.1 Respite Care

- To provide or assist with the provision of crisis respite care services.

2.2 Personal Care

- To provide personal care eg showering, dressing, toileting etc.

2.3 Household Duties

- To undertake or assist with routine household duties eg. washing, cooking, and cleaning as required as part of the service.

2.4 Client Assessments

To carry out crisis care assessments in accordance with PHCS policies and procedures.

- Extensive telephone interviews are undertaken by Crisis Carers before committing to service provision.
- Undertake assessments (including MDS and OSH check).

- Feedback on issues is provided to the Manager - Client Services or the relevant Coordinator.

2.5 Availability

- To be part of a 24 hour availability roster;
- Out of core hours to provide within one hour an appropriate response to HACC eligible clients in the East metro region or to private clients as contracted by PHCS.
- Out of core hours to provide telephone answering and referral service for PHCS including one-off emergency care or making alternative arrangements with Support Workers and clients as appropriate.
- To be available to provide one-off emergency care and backup for PHCS mainstream services (personal care and meal preparation only).
- To assist in the establishment and further development of crisis and emergency services as required;
- To provide activity and other reports as required.

2.6 To Provide Information About Community Services

- To provide information to clients on other available services and community supports.

2.7 Attend Meetings

- Attend meetings as required.

2.8 Occupational Safety and Health

- To conduct occupational safety and health assessments and reviews in accordance with relevant legislation and PHCS Policies and Procedures, and follow up on issues.

2.9 Continuous Improvement

- To participate in PHCS Continuous Improvement teams and related activities.

2.10 Training

- To attend training as required.

2.11 Other Duties

- To undertake other duties as directed and which are consistent with the general role and expectations of a Crisis Carer employed by PHCS.

3. SKILLS, KNOWLEDGE AND TRAINING

3.1 Skills

- Very well developed personal care skills
- Good home help skills
- Demonstrated initiative
- Good verbal and written communication skills
- Able to provide and allocate services within a set budget
- Good interpersonal skills
- Good time management skills
- Good team building skills
- Basic computer skills

3.2 Knowledge

- Knowledge of disability
- Knowledge of dementia and Alzheimer's disease
- Knowledge of mental health
- Good understanding of the philosophy and objectives of PHCS

3.3 Training

- Certificate Course in Occupational Safety and Health - Risks and Hazards
- Nationally Accredited Support Workers Course or exemption due to prior learning
- Manual handling
- Basic First Aid

4. JOB RESPONSIBILITIES

- To provide a quality crisis care service to each client on every occasion of service.
- To demonstrate an ability to maximise client independence and control in their lives
- To conduct an accurate assessment and Occupational Safety and Health review where a Crisis Care service is being provided.
- To take initiative to deal with and resolve issues.

5. COMMUNICATIONS

- Direct verbal communication with clients, other Support Workers, Manager - Client Services and other Client Services' employees.
- Liaise with Administration and Finance employees
- Team participation in PHCS Continuous Improvement Teams

6. WORKING ENVIRONMENT

The position holder works in an isolated working environment. The workplace is the primary private homes of PHCS' clients and other community locations.

7. PERFORMANCE STANDARDS

Performance standards will be measured on the basis of:

- Availability and willingness to respond promptly to requests to meet client needs;
- Client satisfaction;
- Budget performance;
- Participation in Continuous Improvement activities;
- Promotion of teamwork;
- Effective communication;
- Attendance at required Training activities;
- Attendance at required Support Worker meetings;
- And a willingness to undertake a leadership role.

Position Holder:

Signature:

Date: