

SCHEDULE B.3 – DEFINITIONS

This Schedule contains the following employment classifications and definitions:

- I. GENERAL EMPLOYMENT CLASSIFICATIONS
- II. NURSES' EMPLOYMENT CLASSIFICATIONS
- III. PROFESSIONAL SUPPORT STAFF/HEALTH PROFESSIONALS/ALLIED HEALTH

GENERAL EMPLOYMENT CLASSIFICATIONS

The following employment classifications and definitions apply to this Agreement:

1. CARE SERVICE EMPLOYEES

1.1 Care Service Employee (New Entrant) means an employee who does not have a Certificate 3 in aged care work or relevant trade qualification and who has less than 250 hours work experience in the aged care industry who performs basic duties under direct supervision. Such employees perform routine functions requiring understanding of clear rules and procedures. Work is performed using established practices, procedures and instructions including compliance with documentation requirements as determined by the employer. Problems should be referred to a more senior staff member. Indicative tasks an employee at this level may perform are as follows:

Typical Duties - Care Stream: Carry out simple tasks under supervision to attend to the personal needs of residents.

Typical Duties - Support Stream: General assistance in the full range of domestic duties.

On successful completion of a Certificate III, the employee will progress to Care Service Employee (with qualification).

1.2 Care Service Employee (with qualification) Grade 1 means an employee who has successfully completed a Certificate III in aged care work or has relevant trade qualification and/or who has or can demonstrate relevant prior experience, acceptable to the employer, which enables the employee to work effectively at this level.

Typical Duties – Grade 1 - Care Stream: Under limited supervision, provide assistance to residents in carrying out simple personal care tasks which shall include but not be limited to: supervise daily hygiene e.g. assisting with showers or baths, shaving, cutting nails; lay out clothes and assist in dressing; make beds and tidy rooms; store clothes and clean wardrobes; assist with meals.

Typical Duties – Grade 1 - Support Stream: Performance under limited supervision of the full range of Domestic duties including but not limited to: general cleaning of accommodation, food service, and general areas; general waiting, table service and clearing duties; assistance in the preparation of food, including the cooking and/or preparation of light refreshments; all laundry duties.

1.3 Care Service Employee (with qualification) Grade 2 means an employee who performs the duties of a Grade 1 and in addition performs the following duties:

Typical Duties – Grade 2 - Care Stream: Provide a wide range of personal care services to residents, under limited supervision, in accordance with Commonwealth and Territory Legislative requirements, and in accordance with the resident's Care Plan, including: assist and support residents with medication utilising medication compliance aids; simple wound dressing; Implementation of continence programs as identified in the Care Plan; attend to routine urinalysis, blood pressure, temperature and pulse checks; blood sugar level checks etc

and assist and support diabetic residents in the management of their insulin and diet, recognising the signs of both Hyper and Hypo-Glycemia. Recognise, report and respond appropriately to changes in the condition of residents, within the skills and competence of the employee and the policies and procedures of the organisation; assist in the development and implementation of resident care plans; assist in the development and implementation of programs of activities for residents, under the supervision of a Coordinator

Typical Duties – Grade 2 - Support Stream: Assist in the planning, cooking and preparation of the full range of meals. Drive a Sedan or Utility.

Care Service Employee (with qualification) Grade 3 means an employee who performs the duties of a Grade 1 and Grade 2, and in addition performs the following duties:

Typical Duties – Grade 3 - Care Stream: Relieve Coordinator and supervise the work of team members provided the work is paid at the rate of coordinator. Implement the scheduled work programs. Develop and implement programs of activities for residents. Develop resident care plans.

Typical Duties – Grade 3 - Support Stream: Relieve Coordinator and supervise the work of team members provided the work is paid at the rate of coordinator. Implement the plans, arrange the ordering and prepare all meals for the service. Responsible for the provision of domestic services. Implement the scheduled work programs. Drive a Minibus or Larger Vehicle.

1.4 Residential Care Team Coordinator means an employee responsible for managing the performance and service delivery in a functional area or household. Leads a small group of CSE's/AIN's in a specific technical or clinical area. In residential care facilities this person administers medication. The role may be known as Team Leader Care Coordinator or Home Maker.

(a) **Level One:** An employee who holds a Certificate IV in Aged Care Work (CHC40102) or other appropriate qualifications/experience acceptable to the employer is required to act on them and:

- is designated by the employer as having the responsibility for leading and/or supervising the work of others and
- Is required to work individually with minimal supervision.

Indicative tasks an employee at this level may perform are as follows.

Typical Duties - Level 1 - Care Stream: Overall responsibility for the provision of personal care to residents. Coordinate and direct the work of staff. Schedule work programs.

Typical Duties - Level 1 - Support Stream: Coordinate and direct the work of staff involved with the preparation and delivery of food. Coordinate and direct the work of staff involved in domestic duties such as cleaning/laundry. Schedule work programs.

(b) **Level Two:** An employee who is required to deliver medication to residents in residential aged care facilities in which more than 80% of places are "allocated high care places" as defined in the *Aged Care Act 1997* (Cth).

An employee at this level must hold the following qualifications, which may be varied from time to time by the relevant National Vocational, Education and Training Body:

- a Certificate III in Aged Care Work (CHC30102); and
- a Certificate IV in Aged Care Work (CHC40102); and
- Medication module - "Provide Physical Assistance with Medication" (CHCCS303A); or Hold other appropriate qualifications acceptable to the employer.

Employees at this level may be required to perform the duties of a Coordinator - Level 1.

1.5 Residential Care Team Coordinator/Supervisor Grade 5 Means an employee who is responsible for overseeing a unit, program or service and leads a group of level 4 team leaders and/or coordinators with direct reporting accountabilities. Such an employee will be required to have and use additional qualifications than would be required for a level 4 Coordinator. Employees at this level may be required to exercise any/all managerial functions in relation to the operation of the service and comply with documentation requirements as determined by the employer.

Indicative responsibilities of an employee at this level are as follows.

Typical responsibility - Care Stream: Be an active member of a care team, playing a critical role in steering the direction of clinical functional jurisdiction, while building cross-functional activities and commitments.

Typical responsibility - Support Stream: Involved in the planning of the catering function for one or more services, managing the day to day operations of the catering/cleaning/laundry functions for the service.

2. COMMUNITY SERVICES EMPLOYEES

2.1 Community Care (Support) Worker means an employee working in an aged care operation of the employer and who performs the duties associated with the provisions of a broad range of Community Care Services to aged care community clients in either a private residence or other designated setting. This may include cleaning, child minding, gardening, handiwork (within the employee's skills and competencies), cooking, laundry, shopping, personal errands, escorting clients and associated driving, personal care services and general up-keeping services. A Community Care Worker would not normally live at the client's residence for periods in excess of 48 hours.

An employee employed as a community care employee may be offered additional hours (over and above their guaranteed minimum hours) in a residential aged care facility and would be paid the rate applicable to the classification worked.

An employee employed in a residential aged care facility may be offered additional hours (over and above their guaranteed minimum hours) in community care duties and this employee would be paid the rate applicable to that of a community care employee.

(a) **Community Care (Support) Worker Grade 1** means a person without previous relevant experience in personal care delivery. This is a trainee level, which applies to new employees. The employer shall provide training. At the end of a period of six months or 250 hours employment, whichever is first completed, employees who have satisfactorily completed the requirements of grade 1 shall progress to grade 2. This employee will be expected to be working towards completion of a Certificate III in aged care or other equivalent community services qualification.

Should an employee at this grade 1 level not satisfactorily complete the requirements of grade 1, he/she shall be notified in writing by the employer two weeks prior to the date on which he/she would have proceeded to grade 2.

An employee may seek the assistance of their representative during these discussions and if there is a disagreement between the parties as to the employee's future, the matter shall be resolved as per clause 44 - Grievance and Disputes Resolution Procedures.

A grade 1 employee shall work under general supervision.

Indicative but not exclusive tasks include: the undertaking of domestic work, including cleaning, vacuuming, dusting, washing and ironing, shopping, sweeping paths, preparation and cooking of meals, defrosting refrigerators, emptying and cleaning of commodes, assisting with banking and account payment, organising appointments, assistance with care of pets, and care of indoor and outdoor pot plants.