



## JOB DESCRIPTION

**Job Title: Caregiver – Level 3**

## CONTEXT OF THE JOB

- The purpose of the job is to provide residents with a high level of care and comfort (under the guidance and supervision of qualified nursing staff and management)
- The job reports to the Care Home Manager and Direct Supervisor – Ward/Unit
- This job description was reviewed in July 17

## KEY COMPETENCIES

- Show a caring and considerate attitude to residents, visitors and other staff
- Show an ability to work well within a team
- Show an ability to adapt to change and work efficiently under pressure
- Show an ability to communicate well with others; older people in particular
- Show an ability to recognise concerns or changes in resident's well being and directly provide help and support or seek advice from other qualified staff
- Show an understanding of safe care and practice in one's daily work
  - Have completed: Restraint competency
  - Hoist / Manual Handling competency
  - Checking of controlled drugs
  - Medication administration competency

## KEY TASKS AND RESPONSIBILITIES

### 1. Treat residents with respect and dignity

- Help residents by showing compassion and care
- Accept and respect each resident as an individual and act in their best interests
- Be familiar with each resident's Life History or "Map of Life"
- Have a working understanding of the Code of Rights and behave in a way that respects these rights for residents
- Respect the different customs, beliefs and cultural needs of each resident
- Respect the confidentiality and privacy of residents at all times

### 2. Assist and support residents in their daily life

- Prioritise meeting the needs of residents and provide all care in accordance with the resident's care plan
- Follow instruction from qualified staff and seek advice if unsure
- Manage time efficiently and organise work effectively in order to complete tasks within the time available
- Actively encourage residents to be as independent as possible
- Document relevant information accurately and report problems, concerns or changes in the resident's condition immediately to the senior member of staff



### **3. Understand the organisation's policies and procedures**

- Have a working knowledge of and follow the Bupa policies, procedures and work instructions applicable to your role
- Understand and follow the Infection Control & Occ. Health and Safety policies
- Understand the complaint process and refer all complaints to senior staff in accordance with our complaints policy
- Know how to respond to visitors and prospective clients when they phone or visit seeking placement

### **4. Take part in quality improvement activities**

- Take part in audits and corrective actions as requested
- Contribute to quality improvement initiatives (aimed at better care)
- Actively take part in unit / staff meetings

### **5. Contribute to the development of a positive, safe, homely environment for residents, visitors and staff**

- Recognise that the Care Home is the resident's home
- Treat all residents, visitors and staff with respect and tolerance
- Help to maintain all areas in a clean, tidy state
- Adhere to Bupa Code of Conduct

### **6. Ensure the safety of yourself and others within the workplace**

- Follow sound personal and professional hygiene, ensure equipment is used safely and appropriately and report any unsafe or defective items immediately
- Report and document all incidents of harm to staff or residents immediately to a senior member of staff and document
- Report and document any hazards identified in the workplace immediately
- Be familiar with the appropriate steps to take in an emergency including fire evacuation (and attend fire training annually)

### **7. Develop and maintain excellent standards and work practices**

- Ensure conduct is in keeping with Bupa's Code of Conduct, vision, promise and values
- Attend duty on time & wear an appropriate uniform in a tidy manner
- Attend all compulsory and/or relevant education sessions
- Actively participate in an annual performance appraisal
- Share skills and knowledge with other staff
- Support and model good work practices to new staff
- Work in a cooperative and friendly manner with all members of the team.



## **EXPERIENCE, TRAINING AND QUALIFICATIONS**

- Secondary school education (three years or more) is highly desirable
- Work experience of 1-3 years at least, (preferably in aged care or a related health environment) is desirable
- Good literacy and numeracy skills
- Achievement of the Level 3, NZQA Health and Wellbeing programme or an equivalent aged related qualification. Achievement of the Dementia Unit Standards is essential in dementia care settings.
- Completed requirements to achieve Bupa Competency requirements, see attached, including attendance at 12 hours of training and education annually.

## **OTHER RELEVANT INFORMATION:**

A reasonable level of fitness is required because of the nature of care giving as a job. We provide 24 hour services, 7 days a week. Care staff regularly work rostered shifts and from time to time the employee may be asked if they can work overtime to help in the delivery of care to residents.



**VISION & VALUES OF BUPA**

**Bupa’s purpose is to help people live longer, healthier, happier lives.**

**We do this through our vision of ‘taking care of the lives in our hands’. Our strong caring ethics, dedication and respect are valued by people at some of the most vulnerable times in their lives. So trust is intrinsic to the way we operate as a business, wherever we are in the world.**

**The Bupa Promise** – know me and my needs, help steer my decisions, be there when I need you – is **what** we deliver for our residents

**Our values**

At the heart of our service are our values. These are the principles that determine the way we behave and what we believe. They also bring us together as a family, giving us a common culture, and they inspire trust and loyalty in our people.

<b>Passionate</b>	<p>Full of energy Love what we do and why we do it Love our customers</p>
<b>Caring</b>	<p>Big-hearted and compassionate Treat people with respect and kindness Everyone and everything matters</p>
<b>Open</b>	<p>Seek new ideas and other points of view Share freely Really listen and understand Embrace diversity</p>
<b>Authentic</b>	<p>True to yourself Genuine and honest Say what we mean, mean what we say</p>
<b>Accountable</b>	<p>Always responsible Take ownership Make it happen</p>
<b>Courageous</b>	<p>Be brave Dare to try Speak up</p>
<b>Extraordinary</b>	<p>Go above and beyond Be the best we can dream to be Deliver outstanding results, big and small</p>

Signed \_\_\_\_\_ (Employee)

\_\_\_\_\_ (Employer)

Date \_\_\_\_\_

A job description is intended to give an appreciation of a role, the range of work and responsibilities involved and the important company values. The job description may be altered or added to from time to time.

<b>CAREGIVER LEVEL 3 COMPETENCIES</b>	<b>A</b>	<b>N/A</b>	<b>A</b>	<b>N/A</b>
1. Attendance of at least 1 hour per month <b>OR</b> a minimum of 12 hours per year, to Internal Bupa Core Education Sessions <b>AND</b> participates in at least 1 Emergency Evacuation <b>AND</b> attends a minimum of 2 staff meetings a year.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Works under close supervision and guidance, and adheres to Position Description / Code of Conduct	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Medication Administration – Bupa Competency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Controlled Drug Administration – Bupa Competency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. *Nebuliser and Oxygen administration competencies ( <b>WHERE APPLICABLE</b> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. *Blood Sugar Levels and Insulin Administration – Bupa Competency ( <b>WHERE APPLICABLE</b> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Completion of at least 2 Dementia unit standards ( <b>WHERE APPLICABLE</b> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Completion of Senior Caregiver competencies ( <b>WHERE APPLICABLE</b> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Demonstrates and articulates Company values	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Works with standard supervision and guidance, and adheres to Position Description / Code of Conduct	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting Evidence:				
<b>Assessment achieved/ not achieved</b>	<b>Employee</b>		<b>Line Manager</b>	
	<b>A</b>	<b>N/A</b>	<b>A</b>	<b>N/A</b>



Our purpose is  
*Longer, healthier, happier lives*

**What:**  
Bupa Promise

Know me  
and my needs

Help steer my  
decisions

Be there when  
I need you

**How:**  
Bupa Values

<b>Passionate</b> 	<b>Caring</b> 	<b>Open</b> 
<b>Authentic</b> 	<b>Accountable</b> 	
<b>Courageous</b> 	<b>Extraordinary</b> 	

