

CARE FORCE

INFORMATION FOR EMPLOYMENT SERVICE PROVIDERS

THIS GUIDE WILL HELP YOU PROMOTE JOB OPPORTUNITIES IN THIS GROWING INDUSTRY



The Care Sector offers many career opportunities

30,000 people across the Illawarra and South Coast work in care sector jobs in aged care, home and community services and disability services. It is a sector that is growing and has a diverse range of jobs and exciting careers on offer.

Variety of Roles

There are a wide variety of employment opportunities available.

- Hospitality (e.g. serving food to clients).
- Catering (e.g. kitchen hands, chef, dish washer).
- Facility Maintenance (e.g. electricians, builders, gardeners).
- Administration (e.g. reception duties or clerical tasks).
- Cleaning (e.g. cleaning homes of elderly clients).
- Care Roles (e.g. personal care for clients).
- IT Support (e.g. support desk).
- Allied Health (e.g. physiotherapist).
- Customer Service (e.g. answering customer or client enquiries over the telephone).
- Support workers (e.g. supporting people with a disability to attend social activities or doctors appointments).

Traits of great care sector workers

A friendly nature	Happy people lift the spirits of those around them and make every interaction a positive one.
Able to Chat	Disability, aged and home care services love people who are able to chat in a friendly, open manner. You might be the only person your client talks to all day!
Caring Experience	If you have cared for a child, parent or friend you have real-world caring experience.
Problem solving skills	Having a practical approach to solving problems is highly regarded by employers.
Compassionate	Having empathy and compassion for clients is essential to providing great care.
Patience	Being patient is one of the key ways to be a supportive care worker.

Visit www.careforcehub.com for more information and job vacancies

Benefits of working in the care industry

- Full time, part time and casual roles are available.
- There are clear career pathways if you wish to progress to a supervisor or manager role.
- Financial benefits; such as salary packaging or fringe benefits which reduce the amount of tax you pay (depending on your employer).
- Your skills as a care worker are transferable between aged, disability and home care providers, meaning you can move easily to new roles or employers.
- Helping people is incredibly rewarding.
- Your days are filled with variety.
- You can be selective with your availability which helps maintain a healthy work/life balance to allow for time for study, caring for your family or other commitments.
- You can easily return to work after a career break or take working holidays.
- Long term career security.

Qualifications and Core Requirements

Some roles require you to have the following:

- Police Check and/or Working with Children Check
- First Aid Certificate
- COVID-19 and Flu Vaccinations
- NSW Driver Licence

Many employers will support and encourage workers to obtain qualifications in a course that best relates to their employment eg:

- Certificate III in Individual Support (Ageing, Home and Community)
- Certificate III in Community Services
- Certificate IV in Ageing Support

There are also traineeship opportunities available with some employers which allow you to earn while you learn with a guaranteed job on completion.

Care careers offer opportunities for advancement and a career pathway with long term security.



Frequently asked questions

There are many different aspects to working in aged, disability or home care. We have collated the most commonly asked questions to help you assist job seekers to understand the industry and things they might encounter while at work.

Question	Will someone help me with my tasks if I am unsure what to do?
Answer:	A new carer will often be paired with a mentor until the new carer is comfortable to do the tasks on their own. If they are unsure about anything they can ask their supervisor for assistance.

Question	Will I work with people with dementia?
Answer:	If you work in aged care residential or community services it's highly likely you will work with people with dementia. However, you will get training so that you are skilled and well prepared to provide quality support.

Question	Will I see someone who has died?
Answer:	If you work in aged care residential or community services it is possible you may see someone who has passed. End of life care is common in aged care facilities however you will be able to discuss any concerns with your supervisor and the situation will be covered under the organisations policy and procedures.

Question	If you are a personal care worker do you have to shower people and see naked people?
Answer:	Yes, as a personal care worker you may need to shower people and therefore see naked people but it is a small percentage of the work and you get training and support so that you can feel prepared and able to do these tasks safely and respectfully.

Question	Will I have to take people to the toilet?
Answer:	You may have to take a person to the toilet, depending on your duties. Your supervisor will inform you of any procedures and provide training in relation to personal care and manual handling (for you and the client's safety).

Question	What if I cannot understand what the person is saying to me (for example if someone has a disability or has had a stroke and cannot speak clearly)?
Answer:	The client's Care Plan should have information to assist you. If you are having difficulty you need to contact your supervisor.

In the Care sector some care career roles involve assisting people in their homes or taking people out into the community, others are based in a workplace like an aged care home or a group home.

Each employer will have their own policies and procedures to explain what to do on the job with clients and ensure employees know the right thing to do.

Employees are always encouraged to talk to a supervisor about any concerns. Employers want all employees to succeed and will provide ongoing supervisor support, coaching and training when required.

Job Seeker Events

CareForce will be hosting a variety of Job Seeker events online and in-person throughout the Illawarra and the South Coast.

These events will be advertised on the CareForce Hub website (www.careforcehub.com) and on our social media channels.

All Job Seekers are welcome to attend.

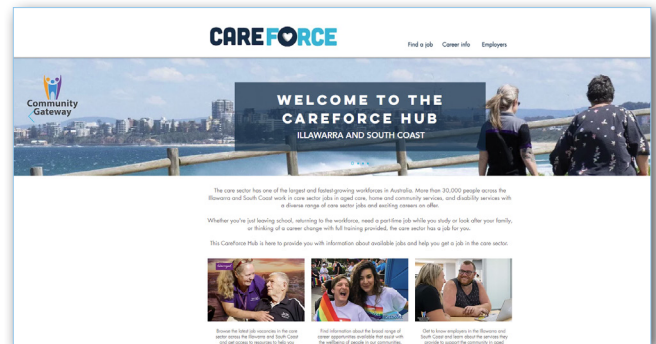
A new activity code will be created for each Job Seeker event and should be registered for each participant.



Positions Vacant

The CareForce Hub features many positions vacant that are currently available in the care sector.

Check it out at www.careforcehub.com.

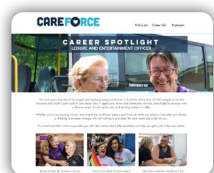


The CareForce Hub website includes information about types of jobs, salaries and training opportunities.

Job Active Service Requirements/Details

Please note:

- For the job plans all Local Jobs Program activities are voluntary.
- A new Activity Code will be created for Job Seeker events and activities run by CareForce.
- The best person to contact about the activity code and ESS activity recording is Brooke Gould, Program Manager for Mission Australia on email Gouldb@missionaustralia.com.au, phone (02) 4448 2300 or 0472 810 429. Brooke is the CareForce Local Jobs Program Partner.



For more information:

Job Active Clients can find out more find out more about Care Sector jobs and careers at www.careforcehub.com.

For more information about the CareForce Project please contact Tanya Southworth, Policy & Project Officer on tsouthworth@cigroup.org.au



The Local Jobs Program (LJP) is funded by the Australian Government Department of Education, Skills and Employment.