

# POSITION DESCRIPTION & PERSON SPECIFICATION

## Personal Care Assistant

<b>Position Title:</b>	Personal Care Assistant
<b>Reporting to:</b>	Team Leader
<b>Classification:</b>	As per contract
<b>Hours of Work:</b>	As per contract

## POSITION DESCRIPTION

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### 1. Key Selection Criteria

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- Minimum of Certificate III in Aged Care.
- Experience and proven ability in the care of the elderly, preferably with residential aged care experience.
- Ability to accept direction and to work without immediate supervision.
- Well presented, self-motivated and capable of progressing toward undertaking work independently.
- Excellent customer service, written & verbal communication and interpersonal skills.
- Ability to report observations and anticipate the requirements of resident receiving care.
- A diligent, caring and patient attitude when dealing with residents and staff.
- A willingness to work in a cooperative team environment to ensure the quality of and continuing care provided to the residents.
- The ability to work all shifts including day, afternoon and night shift on a rostered basis
- Ability to obtain a “National Police Record Check” clearance.
- Computer literacy, with knowledge of current software.

### 2. Key Duties and Responsibilities

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- Personal Care Attendants have the responsibility of providing the day to day personal care and the maintenance of a quality “homelike” environment for the residents living at Echuca Community for the Aged, at all times meeting the requirements of the Aged Care Accreditation Standards.
- To liaise with the Team Leader regarding the needs of the residents, reporting any changes in these needs.
- Accurate recording of any necessary documentation.

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### 3. Statement of Key Performance Indicators

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#### **1. CLINICAL CARE**

Provide high quality resident care in partnership with residents and their significant others, and other members of the multi disciplinary team.

##### **Performance Indicators**

- Incorporating principles of ethical decision making and using evidence based practice, formulate, implement and evaluate resident care plans.
- Recognise and report adverse events and incidents to Nursing Supervisor.

#### **2. CUSTOMER SERVICE/RESIDENT SAFETY & COMFORT**

##### **Performance Indicators**

- Facilitate and maintain effective communication with residents, carers, relatives, visiting medical officers / health professionals, auxiliaries and staff.
- Identifies and reports to manager, ways to improve service delivery to customers.
- Liaise with catering, cleaning, laundry and maintenance services personnel as part of day-to-day care.
- Ensure resident care is of high standard and promotes safety, comfort, dignity, privacy and choice.
- Plan, implement and evaluate care to meet needs of individual residents.
- Promote a high standard of coordinated care through the use of the nursing process.

#### **3. DOCUMENTATION AND SHIFT ADMINISTRATION**

Ensure efficient use and management of Unit resources on a shift-by-shift basis.

##### **Performance Indicators**

- Ensure the optimal use of all resources within the unit to provide resident centered care.
- Check equipment required each shift and report faulty equipment
- Adhere to relevant documentation systems and ensure high standard of completed documentation.
- Utilise information technology effectively to support role.

#### **4. IMPROVING PERFORMANCE**

Contribute to quality service delivered to customers through Continuous Quality Improvement (CQI) activities.

- Awareness and understanding of how our processes reflect on best practice, in line with the Standards.
- Maintain knowledge of the relationship between quality improvement, risk management and incident forms, and ensure all incidents, near misses, hazards, etc. are reported.
- Contributes to the implementation and evaluation of quality systems, by providing feedback and suggestions to improve processes

## **5. REGULATORY COMPLIANCE**

Ensure compliance with all relevant legislation, regulatory requirements, professional standards and guidelines.

- Comply with the nursing professional code of ethics and conduct.
- Completion of applicable annual mandatory training requirements.
- Implement the standards of health and safety and comply with OH&S legislative employee requirements.
- Report workplace injuries to Nurse Supervisor. Work effectively with staff on return-to-work programs.
- Comply with relevant legislative Acts, eg OH&S Act, Drugs, Poisons & Controlled Substances Act. Report concerns / breaches to Nurse Supervisor
- Acts to maintain infection control standards. Undertakes Infection Control activities.
- Comply with employee relation legislation and ECA's Code of Conduct requirements. Report concerns / breaches to Nurse Supervisor.

## **6. TEAM WORK**

Function as a senior care team member consistent with the policies and procedures of the Health Service.

- Achieve teamwork through effective collaboration and communication processes. Recognise roles of, and collaborate with team members in the wider health care team.
- Complete delegated work tasks effectively and appropriately. Recognise and seek assistance from appropriate staff members when tasks fall outside of ability.

## **7. SPECIALIST KNOWLEDGE**

Ensure provision of contemporary care services that meet the individual needs of residents.

- Ensure clinical care meets the individual social, spiritual, cultural and physical needs of aged residents.
- Completes assessment, planning, implementation and evaluation to maximize individual care for each resident.
- Promote and respect the rights of all residents / relatives.

## **8. PROFESSIONAL/PERSONAL DEVELOPMENT**

Commit to ongoing education and personal development.

- Identify own learning and development needs, actively pursue and participate in relevant educational programs and personal development activities.
- Maintain current professional knowledge and skills relevant to the position.

**EMPLOYEE OBLIGATIONS**

The employee is required to maintain strict confidentiality with reference to all matters pertaining to residents and staff within Echuca Community for the Aged. Failure to observe this requirement may be regarded as misconduct warranting termination.

The employee is required to take all reasonable care to ensure personal safety of others who may be affected by the acts or omissions of the employee in the workplace. (Occupational Health and Safety Act, Clause 25). The employee is required to participate in all safety programs as required by ECA.

The employee is required to participate in the Continuous Improvement Program to encourage excellence of care and cost containment within ECA.

Echuca Community for the Aged name badge must be worn at all times whilst on duty. This remains the property of the organisation and must be returned to administration on termination of employment.

The employee is required to adhere to ECA's Code of Conduct.

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**4. Performance Standards & Review**

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An initial Performance Review is undertaken with the Clinical Care Coordinator/Unit Manager six months after commencement of employment and then annually thereafter.

The objective is to determine capacity to meet the demands of the role; where additional skills or training may be required and what level of job satisfaction is being obtained. The Performance Review is based directly on the Key Performance Indicators, the policies of the organisation and the rules and procedures practised in this facility.

*Employee's Name:*

*Employee's Signature:*

*Date:*

*Manager's Signature:*

*Position Title:*

*Date:*