

# Position Description

## Personal Care Worker

Vision: To enrich the health and wellbeing of the community



NAME _____	
<b>REPORTS TO</b>	Associate Nurse Unit Manager Department: Clinical Services
<b>AREA OF RESPONSIBILITY</b>	The Personal Care Worker (PCW) or Personal Care Assistant (PCA) is an integral member of the clinical team, supporting the Associate Nurse Unit Manager and other clinical staff to ensure the delivery of quality person centred care in an efficient clinical environment.
<b>ESSENTIAL</b>	<ul style="list-style-type: none"> <li>• Certificate III in Aged Care</li> <li>• Behavioural qualities reflecting BDH core Values</li> <li>• Knowledge of Studer and People Excellence Every Time (PEET)</li> </ul>
<b>DESIRABLE</b>	<ul style="list-style-type: none"> <li>• First Aid</li> <li>• Administration of Webster Packs</li> </ul>
<b>SAFETY AND QUALIT</b>	<p>The Personal Care Worker has a responsibility to ensure the safety and quality of all BDH clients &amp; residents by participation and adherence to the BDH Quality and Safety program. The Personal Care Worker will</p> <ul style="list-style-type: none"> <li>• Exhibit above average knowledge of BDH's Risk Management policies and procedures, and be able to recognise risks and report any identified risks to the nurse in charge whilst performing day to day duties.</li> <li>• Clearly model behaviour that supports the organisations commitment to safety, quality and person centred care.</li> </ul>
<b>CLASSIFICATION</b>	Personal Care Worker, grading will be in accordance with the Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016 – 2020.
<b>HOURS OF WORK</b>	As per contract
<b>CORE VALUES</b>	<p><b>Impartiality</b>  <i>All decisions will be made objectively considering all relevant and known facts</i>  <i>All people will be treated equally and fairly, recognising individual abilities</i>  <i>Client focus</i>  <i>Be an advocate for our clients</i>  <i>All information related to persons and BDH will be treated as confidential</i>  <i>Demonstrates personal standards of consistency, tolerance and patience</i></p> <p><b>Accountability</b>  <i>Carryout work practices in a responsible and ethical manner</i>  <i>Actively support and communicate with members of the team</i>  <i>Share knowledge and achievements</i>  <i>Actively encourage a workplace free from bullying, harassment and discrimination</i>  <i>Promote a culture of learning; encourage innovation in the workplace</i>  <i>Monitors the impact of one's own behaviour on others</i>  <i>Shows excellence in best practice and adheres to BDH policies and procedures</i>  <i>Works with a team focus</i></p> <p><b>Integrity</b>  <i>Maintain a sense of humour, warmth and tolerance and is truthful</i>  <i>Perform work in a courteous, efficient and professional manner</i>  <i>Respect, support and value work colleagues</i>  <i>Recognise and support other people's differences</i>  <i>Supports a "no blame" culture in reporting incidents and helping to resolve them</i></p>

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<b>KEY SELECTION CRITERIA</b>	<p><b>KSC 1.</b> Sound knowledge and skill in relation to nursing care, relevant to experience and scope of practice</p> <p><b>KSC 2.</b> Good understanding and adherence to the principles underpinning person centred care.</p> <p><b>KSC 3.</b> Proven time management and prioritisation skills</p> <p><b>KSC 4.</b> Well developed interpersonal communication skill and the ability to communicate professionally and effectively with residents and colleagues.</p> <p><b>KSC. 5</b> Ability to set goals and objectives and meet deadlines as required</p> <p><b>KSC 6.</b> Actively participate in quality continuous improvement activities, have knowledge and understanding of the Aged Care Standards.</p>
<b>SPECIFIC FUNCTIONS AND RESPONSIBILITIES</b>	
<b>Key Responsibility Area 1</b>	<b>DESCRIPTION</b>
<p><b>Personal &amp; Professional Development</b></p> <p><i>Demonstrated experience and understanding of the need for continuation of both personal &amp; professional development.</i></p>	<ul style="list-style-type: none"> <li>Follows the set clinical standards to delivering quality person centred care</li> <li>Maintain own clinical expertise through ongoing relevant professional development and regular review of competencies.</li> <li>Actively participates in the support of orientation of students and new staff.</li> </ul>
<b>Key Responsibility Area 2</b>	<b>DESCRIPTION</b>
<p><b>Customer Service</b></p> <p><i>Evidence of positive feedback and consumer satisfaction.</i></p>	<ul style="list-style-type: none"> <li>Exhibits a commitment to clinical excellence that is based on the delivery of person centred care.</li> <li>Observes, documents and reports accurately to the nurse in charge any general and specific physical and behaviour changes in condition. These changes may include but are not limited to; Social and emotional issues, changes or concerns with vital signs, food or fluid intake or output. Demonstrated ability to interact with older persons at all functional levels showing particular understanding of dementia awareness</li> <li>Works to maintain the highest level of confidentiality on all issues relating to the health service, residents and colleagues.</li> <li>Demonstrated commitment to ensuring all women, men, people from diverse cultural experiences, including Aboriginal and Torres Strait Islander people, class positions and social circumstances, sexual orientations, health and illness conditions are treated appropriately according to their specific needs.</li> </ul>
<b>Key Responsibility Area</b>	<b>DESCRIPTION</b>

# Position Description

## Personal Care Worker



Vision: To enrich the health and wellbeing of the community

<b>3</b>	
<p><b>Administration &amp; Documentation</b></p> <p><i>Through the use of BDH processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.</i></p> <p><i>Department is managed within budget</i></p>	<ul style="list-style-type: none"> <li>• Works within their scope of practice under the delegation and direction of the nurse in charge</li> <li>• Ensure individual care plans are followed for all residents/patients/clients.</li> <li>• Contribute to the development and review of the Resident Care Plan ensuring that individualised care is planned and provided in consultation with residents, carer's and other health professionals.             <ul style="list-style-type: none"> <li>• Participate in the documentation process required for optimal ACFI returns and other funding streams as they arise.                 <ul style="list-style-type: none"> <li>○ Clinical monitoring</li> <li>○ Risk/clinical scales</li> <li>○ Reviewing care plans</li> </ul> </li> </ul> </li> <li>• Demonstrated ability to accurately estimate resource requirements for particular tasks.</li> <li>• Raises resource issues in a constructive and solution-focused manner in consultation with the nurse in charge.</li> </ul>
<b>Key Responsibility Area 4</b>	<b>DESCRIPTION</b>
<p><b>Technical Skills and Application</b></p> <p><i>Demonstrated knowledge and application of the skills required for this position.</i></p> <p><i>This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.</i></p>	<ul style="list-style-type: none"> <li>• Demonstrated ability to observe and appropriately report on the changing care requirements of older people.</li> <li>• Ensure all care is delivered and evaluated in a person centred manner in accordance with the Health services Policies and Procedures.</li> <li>• Understanding of the BDH organisational structure in relation to scope of authority.</li> <li>• Demonstrated understanding of the role, responsibilities, experience and scope of practice of a PCW and other clinical staff in a residential care environment.</li> <li>• Working knowledge of the various residential aged care standards and how these impact on the way in which person centred care is delivered.</li> <li>• Ensure all physical and emotional requirements of patients/residents/clients are met by             <ul style="list-style-type: none"> <li>○ Assisting the person with activities of daily living and encouraging independence where safe to do so</li> <li>○ Respecting all individuals privacy, dignity, attitudes and religious beliefs</li> <li>○ Assisting in the provision of an attractive, comfortable and safe home environment</li> </ul> </li> <li>• Respecting all individuals privacy, dignity, attitudes and religious beliefs</li> <li>• Assisting the person with activities of daily living and where safe to do so encouraging independence with             <ul style="list-style-type: none"> <li>○ showering and toileting as required.</li> <li>○ dressing and undressing as required.</li> <li>○ transfers and general mobility within and outside the health service as required.</li> <li>○ sensory and communication needs.</li> <li>○ daily exercise program.</li> <li>○ provision of ongoing long term support to residents suffering from irreversible dementia or psychiatric conditions as diagnosed by a medical professional.</li> </ul> </li> <li>• Assist with preparation and distribution of meals, ensuring that they are of adequate variety, quality and quantity for each resident.</li> <li>• Liaise with the Activities Coordinator to support and encourage resident participation in independent and/or organised activities within or without the Hostel confines.</li> </ul>

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## Personal Care Worker



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	<ul style="list-style-type: none"> <li>• Assist with the washing of residents personal laundry</li> <li>• Demonstrate clinical skills including             <ul style="list-style-type: none"> <li>○ Administration of Medication via Webster Packs</li> <li>○ Basic Life Support</li> <li>○ Spot vital signs</li> </ul> </li> </ul>
<b>Key Responsibility Area 5</b>	<b>DESCRIPTION</b>
<p><b>Teamwork &amp; Communication</b></p> <p><i>Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, consistent with the philosophy and policies of BDH.</i></p>	<ul style="list-style-type: none"> <li>• An ability to accept direction and to work at times without immediate supervision</li> <li>• Maintain professional working relationships with the clinical care team to ensure the highest level of person centre customer service is delivered to the resident in their home.</li> <li>• Communicate effectively and harmoniously with staff, health professionals residents, residents their family and friends.</li> <li>• Ensure that residents' complaints are reported immediately to the Nurse in Charge to enable appropriate action to be taken.</li> <li>• Work to resolve issues of conflict within the clinical team in a fair and diplomatic manner that reflects BDH policies and is in line with the Victorian Public Health Sector Code of Conduct, Expected Behaviours, Mission and Vision statements.</li> </ul>
<b>Key Responsibility Area 6</b>	<b>DESCRIPTION</b>
<p><b>Quality / Safety and Risk Management</b></p> <p><i>Commitment to ensuring quality services are delivered to both internal &amp; external clients through the quality, safety and risk management system.</i></p> <p><i>Act in accordance with all relevant external legislation and internal BDH policies and procedures that relate to this position and the organisation.</i></p>	<p>Understand the importance of the quality and safety system at BDH and assume responsibility for the delivery of the system through;</p> <ul style="list-style-type: none"> <li>• Active participation in quality improvement activities.</li> <li>• Actively participate in staff meetings</li> <li>• Demonstrated knowledge of the Fire Safety and Evacuation Procedure</li> <li>• Working knowledge of the BDH Infection Control, OH&amp;S and Manual Handling policies and procedures with an emphasis on promoting compliance amongst team.</li> <li>• Be aware and comply with all Standards and Guidelines for Residential Aged Care Services.</li> <li>• Exercise due care and economy in the use of BDH equipment and supplies.</li> </ul>

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## Personal Care Worker

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Performance Indicators
<p>The PCA performance will be monitored against the following indicators:</p> <ol style="list-style-type: none"> <li>1. Evidence that comprehensive nursing care is provided which is consistent with a patients/residents care planning</li> <li>2. Best practice is being delivered and documented in patient/resident records</li> <li>3. Proof of promotion, leadership and team work on actions supportive of BDH maintaining accreditation under the Aged Care</li> <li>4. Verification of the provision of a positive work place environment that shows professional conduct and communications with other health stakeholders</li> <li>5. Active engagement and involvement in ACFI processes, systems and documentation.</li> <li>6. Achievement of duties as assigned by the Nurse Unit Manager</li> </ol>

Actively participates in role modelling above/below the line behaviours supporting the team to bring behaviours above the line.	
Principle/Value	Associated Behaviours
Services are client focused	<ul style="list-style-type: none"> <li>• Having the courage to question what we do</li> <li>• Determined to do the best job you can</li> <li>• Striving continuously to innovate and improve</li> <li>• Being professionally and enthusiastic</li> <li>• Maintaining client focus</li> </ul>
Through impartiality, the rights and choices of people are respected	<ul style="list-style-type: none"> <li>• Showing compassion to all</li> <li>• Demonstrating empathy and understanding at all times</li> <li>• Working as a team and mentoring others</li> <li>• Providing encouragement to others</li> </ul>
Accountability is demonstrated through our actions	<ul style="list-style-type: none"> <li>• Maintaining confidentiality and privacy at all times</li> <li>• Listening to others and accepting differences</li> <li>• Being punctual</li> <li>• Responding courteously</li> <li>• Greeting all people by saying hello, smiling, introducing yourself, being culturally sensitive</li> <li>• Demonstrating consistency in decision making</li> <li>• Treating people equally being considerate and understanding</li> <li>• Being collaborative and collegiate</li> </ul>
Care and services delivered in a manner which demonstrates integrity	<ul style="list-style-type: none"> <li>• Being honest</li> <li>• Leading by example</li> <li>• Being responsible and accountable for your own actions</li> </ul>

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### PERFORMANCE REVIEW

A performance development and review process will be carried out three months after commencement, and on an informal basis and thereafter on a formal annual basis.

I acknowledge that I have received a copy of this position description. I have read (or had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Employee: .....Date : .....

Associate Nurse  
Unit Manager: .....Date: .....

Nurse Unit Manager: ..... Date:.....

Review	
3 Months	<input type="checkbox"/>
6 Months	<input type="checkbox"/>
Annual	<input type="checkbox"/>

Issued:September 2<sup>nd</sup>, 2009

Reviewed: May 2012, August 2013, August 2014, October 2016