

# Position Description

POSITION DETAILS			
Position Title	Personal Care Worker		
Reports to	Service Manager		
Business Function	Residential Services	Salary Grade	ARRCS Enterprise Agreement – Aged Care Direct Care Employee
Direct Reports	0	Band / Level	Level 4.1-4.4 dependent on skills and experience.
Indirect Reports	0	Location	Northern Territory and South Australia

REPORTING RELATIONSHIPS	
Internal Key Relationships	Consumers / Residents within our care and their families. Clinical Governance and Education Team. Operational Team Members and Front-Line Leaders.
External Key Relationships	Collaborate with third parties providing services to the organisation.

OUR ORGANISATION
ARRCS work began in 2014 with aspirations to improve the quality of life for people living in regional and remote areas of Australia. Today, our commitment remains stronger than ever. We provide support to people across the Northern Territory through Residential Aged Care, Childcare and Regional Home Care services and School Nutrition programs. We take a holistic approach, and a deep respect for all Elders and Aboriginal Cultures is at the heart of our work.

OUR COMPANY VALUES				
Compassion	Respect	Justice	Working Together	Leading Through Learning
Through our understanding and empathy for others, we bring holistic care, hope and inspiration	We accept and honor diversity, uniqueness and the contribution of others	We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society	We value and appreciate the richness of individual contributors, partnerships, and teamwork.	Our culture encourages innovation and supports learning.

PURPOSE
The Personal Care Worker is an integral member of the Residential and Flexible Aged Care Clinical Care team working under the direction of the Clinical Care Manager and/or Registered Nurse. The personal care worker ensures the delivery of quality person-centred care in an efficient and safe aged care clinical environment in collaboration with individual/s and the multidisciplinary health care team to achieve each resident or client goals of care.

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## KEY RESPONSIBILITIES

### Technical Skills and Service Delivery

- Demonstrated knowledge and application of the skills required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies, and procedures.
- Demonstrated ability to observe and appropriately report on the changing care requirements of older people.
- Ensure all care is delivered and evaluated in a person-centred manner in accordance with the health services Policies and Procedures.
- Understanding of the ARRCs organisational structure in relation to scope of authority.
- Demonstrated understanding of the role, responsibilities, experience and scope of practice of a PCW and other clinical staff in a residential care environment.
- Working knowledge of the various residential aged care standards and how these impact on the way in which person-centred care is delivered.
- Ensure all physical and emotional requirements of patients/residents/clients are met by:
  - Assisting the person with activities of daily living and encouraging independence where safe to do so
  - Respecting all individual's privacy, dignity, attitudes, and religious beliefs
  - Assisting in the provision of an attractive, comfortable, and safe home environment
- Respecting all individual's privacy, dignity, attitudes, and religious beliefs.
- Administer of prescribed medication in accordance with the care plan and provided webster pack or similar form from a Registered Nurse (only applicable for employees who are certified with 'Nationally Recognised Medication Training Unit' including but not limited to HLTHPS \_Assist Clients with Medication' elective and are required to perform this responsibility as part of their role).
- Assisting the person with activities of daily living and where safe to do so encouraging independence with:
  - Showering and toileting as required.
  - Dressing and undressing as required.
  - Transfers and general mobility within and outside the health service as required.
  - Sensory and communication needs.
  - Daily exercise program.
  - Provision of ongoing long-term support to residents suffering from irreversible dementia or psychiatric conditions as diagnosed by a medical professional.
- When required, and in accordance with the consumer or residents care plan, assist with preparation and distribution of meals ensuring that they are of adequate variety, quality and quantity.
- Liaise with the Leisure and Lifestyle Coordinator to support and encourage resident participation in independent and/or organised activities within or without the facility confines.
- Assist with the washing of resident's personal laundry.
- Demonstrate clinical skills including
  - Administration of Medication via Webster Packs
  - Basic Life Support
  - Vital signs
  - Blood glucose levels
- When required, support the general operations of the facility by completing Hospitality shifts.

### Customer Service

- Ensure service level returns positive feedback and consumer satisfaction.

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- Exhibits a commitment to excellence in care that is based on the delivery of person-centred care that is appropriate to their level and scope of practice and seeks support, learning and education where required to deliver safe and competent care in line with public and consumer expectations.
- Accepts responsibility for own actions while remaining accountable to the registered nurse for allocated duties to achieve expected health and wellbeing goals.
- Observes, documents, and reports accurately to the Registered nurse in charge any emerging, general, or specific physical and behaviour changes in condition. These changes may include but are not limited to social and emotional behaviours, variations, or trend changes in vital or other clinical signs, food or fluid intake and output, actual or potential physical harm such as falls, pressure injury, bruising, skin tears.
- Demonstrated ability to interact with older persons at all functional levels with a particular awareness of understanding of dementia.
- Works to maintain the highest level of confidentiality on all issues relating to the health service, residents and colleagues.
- 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.

## Administration and Documentation

- Using ARRCS processes ensures that all administration and documentation requirements are initiated and completed in a professional and timely manner.
- Works within their scope of practice under the delegation and direction of the Registered nurse in charge
- Ensure individual care plans are followed for all residents/patients/clients.
- Reporting to the registered nurse, contributes to the development and review of the Resident Care Plan ensuring that individualised care is provided in consultation with residents, carers and other health professionals.
- Participate in the documentation process required for optimal ACFI returns and other funding streams as they arise.
- Recording all care observed and provided including but not limited to clinical monitoring such as vital signs, blood glucose levels, behaviour charts, pressure injury prevention, basic wound management, weights, food, and fluid intake
- Reviewing care plans with the Registered Nurse
- Demonstrated ability to accurately estimate resource requirements for tasks.
- Raises resource issues in a constructive and solution-focused manner in consultation with the Registered nurse in charge.

## Personal and Professional Development

- Demonstrated experience and understanding of the need for continuation of both personal & professional development.
- Follows the endorsed clinical standards under the direction and supervision of a registered nurse to deliver quality person-centred care
- Maintains own expertise through ongoing relevant professional development and regular review of competencies.
- Actively participates in the orientation of PCW students and support of new staff.

## Quality, Safety and Risk Management

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- Commitment to ensuring quality services are delivered to both internal & external clients through the quality, safety and risk management system. Act in accordance with all relevant external legislation and internal ARRCs policies and procedures that relate to this position and the organisation.
- Understand the importance of the quality and safety system at ARRCs and assume responsibility for the delivery of the system through:
  - Active participation in quality improvement activities.
  - Actively participate in staff meetings
  - Demonstrated knowledge of the Fire Safety and Evacuation Procedure
  - Working knowledge of the ARRCs Infection Control, WHS and Manual Handling policies and procedures with an emphasis on promoting compliance amongst team.
  - Be aware and comply with all Standards and Guidelines for Residential Aged Care Services.
  - Exercise due care and economy in the use of ARRCs equipment and supplies.

## Personal Accountability

- Compliance with ARRCs's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of elderly and children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with ARRCs employees and external stakeholders in accordance with ARRCs's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Actively participate in initiatives to meet Reconciliation Action Plan and empowering of First Nations people within our employment and for those we serve in our positions.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.

## SELECTION CRITERIA

Key skills and experience that the applicant requires to qualify for the role:

### Qualifications – Essential

- Certificate III or above in Individual Support, Aged Care or Disability Care or,
- Nursing Students who have completed 1 or more year's training as an undergraduate and are currently enrolled and progressing with study are not required to hold this qualification.
- Drivers Licence – Preferred but not essential

### Qualifications – Desirable or when required

- First Aid Certificate and / or CPR.
- HLTHPS006 – Assist Clients with Medication elective

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- Food Handlers Certificate – Standard 3.2.2A

## Experience

- Recent experience as a Personal Carer Worker within the Aged or Disability sector and / or completion of the 120 hours industry placement.
- Demonstrated behaviour that reflects ARRCS Core Values being Compassion, Respect, Justice, Working Together and Leading through Learning
- Proven ability to demonstrate a Caring Nature that meets the expectation of consumer choice.
- Strong interpersonal written and verbal communication skills
- Demonstrated commitment to customer service and business improvement.
- Strong commitment to workplace safety.
- Medication Administration via Webster Packs (Desirable)

## Mandatory Requirements

- NDIS Worker Screening Check – Received or lodged prior to commencement.
- Current year Influenza Vaccination.
- National Police Check – Lodged or received within 3-months prior to commencement.

## Duties Statement

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Australian Regional and Remote Community Services. You will at times be required to work on other tasks and areas as directed by the manager or ARRCS Leadership Team. By signing your contract of employment, you accept and agree to the role and responsibilities as outlined in this position description.