

Position Description

POSITION DETAILS			
Position Title	Personal Care Worker		
Reports to	Clinical Nurse 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
Australian Regional and Remote Community Services began in July 2014. ARRCS aspires to improve the quality of life for older people living in regional and remote areas of Australia. We currently provide support to people across the Northern Territory and South Australia through Residential Aged Care and Home Care Services. We take a holistic approach to our work and hold a deep respect for Aboriginal & Torres Strait Islander Cultures and Elders, which remain at the core of all that we do.

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

Service Delivery

- Delivery of person-centered care working in accordance with the resident's care plan, which includes:
 - 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.
- Deliver care in a respectable manner always ensuring that the resident's privacy, dignity and religious beliefs are always upheld.
- Observe and appropriately reporting on any changing of care requirements and behaviours of the residents.
- Ensure all care is delivered and evaluated in a person-centred manner in accordance with the health services Policies and Procedures.
- Assist with activities of daily living and encourage independence where safe to do so.
- 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
- Assist with administration of medication distributed by a Registered Nurse to residents in accordance with their care plan. Applicable only for employees who are certified with a Nationally Recognised Medication Training Unit including but not limited to HLTHPS _Assist Clients with Medication elective.
 - Conduct appropriate observations of vital signs when taking medication.
 - Checking of blood glucose levels when required.
- 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.
- Partner with the facilities Leisure and Lifestyle Coordinator to support and encourage resident participation in independent and/or organised activities within or without the facility confines.
- When required, support the general operations of the facility by completing Hospitality tasks, this may include cleaning of resident's rooms and common areas, laundry duties, and when appropriate checks (Food Handlers Certificate) is in place, support in Kitchen Hand duties.

Customer Service

- Ensure service level returns positive feedback and consumer satisfaction.
- 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.

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- 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

- Commitment to ensuring quality services is 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.

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- 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.

Qualifications – Desirable or when required

- First Aid Certificate – Dated within 3 years and / or CPR – Dated within 12 months.
- HLTHPS006 – Assist Clients with Medication elective.
- Food Handlers Certificate – Standard 3.2.2A.
- Drivers Licence – Preferred but not essential.

Experience

- Recent experience as a Personal Care Worker within the Aged or Disability sector and / or completion of the mandatory 120-hour industry placement for required Certificate III qualification.
- Demonstrated experience with medication administration (pending qualification allowances) and observations.
- Ability to provide care in an empathetic and caring nature whilst maintaining professionalism and person-centred care or consumer choice.
- Strong interpersonal skills including written and verbal communication skills.
- An understanding of cultural diversity and the ability to work respectfully within culturally diverse environments

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- Prior use of Microsoft Office Suite, online client reporting systems and mobile phone apps.
- Demonstrated empathy with elderly people, their families and personal carers.

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 your 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.