

Position Description

POSITION DETAILS			
Position Title	Personal Care Assistant		
Reports to	Team Leader – ARRCS Home Care		
Business Function	Home Care	Salary Grade	ARRCS Enterprise Agreement
Direct Reports	0	Band / Level	Home Care Employee Level 2 or Level 3 pending prior experience and qualifications held.
Indirect Reports	0	Location	Northern Territory and South Australia.

REPORTING RELATIONSHIPS	
Internal Key Relationships	Workforce Planners Personal Care Workers Community Service & Regional Office colleagues
External Key Relationships	Clients of programmes People who support the client Other service providers

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.

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PURPOSE

The Personal Care Assistant plays a vital role in supporting older Australians to remain safely, comfortably, and independently in their own homes. With a primary focus on delivering high-quality domestic and household services, this role assists clients with maintaining a clean, safe, and welcoming living environment while fostering positive relationships that support wellbeing, dignity, and quality of life.

In addition to domestic support, the Personal Care Assistant may provide assistance with activities such as meal preparation, transport to appointments and community activities, and other day-to-day services in accordance with individual care plans and approved Support at Home – Commonwealth Home Support Funding services.

Employees who hold a relevant aged care, disability, health or community services qualification may also be required to undertake additional care-related duties that align with their qualifications, competency, and scope of practice. Such duties will be delegated in accordance with organisational policies, client care plans, legislative requirements, and professional standards

KEY RESPONSIBILITIES

Service Delivery

- Deliver high-quality domestic and household support services to clients in their homes, as approved within their Support at Home – Commonwealth Home Support Funding and delegated by the Workforce Team.
- Perform general cleaning and housekeeping tasks to maintain a safe, hygienic, and comfortable home environment.
- Where approved, undertake larger-scale cleaning activities, including but not limited to window cleaning, wall washing, ceiling fan cleaning, and other high or spring-cleaning tasks.
- Assist clients with meal preparation and service, ensuring meals meet individual preferences, dietary requirements, and care plan requirements.
- Provide transport assistance to appointments, shopping, social outings, and other community-based activities as required.
- Deliver services in accordance with individualised care plans and promptly monitor, document, and report any changes in client wellbeing or circumstances.
- Support clients residing across urban, regional, rural, and remote areas of the Northern Territory, which may require travel over extended distances.
- Promote and uphold the dignity, privacy, independence, rights, and confidentiality of all clients.
- Maintain accurate and timely documentation and reporting in accordance with organisational and legislative requirements.
- Contribute to continuous improvement initiatives by providing feedback and collaborating with colleagues and other health professionals to enhance client outcomes.
- Demonstrate a sound understanding of Home Care program requirements and maintain compliance with all relevant standards and funding guidelines.
- Take responsibility for own professional conduct and perform all duties in accordance with ARRCS policies, procedures, and values.
- Recognise personal limitations, seek guidance when required, and actively participate in ongoing learning and professional development opportunities.
- Where appropriately qualified and authorised, undertake additional care-related duties within the employee's recognised qualifications, competencies, and scope of practice.

Teamwork & Development

- Works collaboratively within the team and actively participates and engages in team meetings and initiatives.
- Ensures a solution focused mindset actively problem solving and addressing any emergent issues

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- Sets personal goals, completes tasks and meets deadlines ensuring work is achieved within required company, legislative and client expected timeframes.
- Where required, liaises with carers, families and significant others involved in providing care, including specialist generic agencies and other mainstream service providers
- Identifies any communication or workflow issues and makes suggestions for improvement
- Ensures individual learning and training is compliant with Organisational Training Matrix taking accountability to finish required training by due dates.

Reporting, Administration and Documentation

- Carries out own administrative tasks, including general correspondence, entering information in a timely manner and maintaining client files
- Completes regular dated / progress notes within required timeframes including liaising with peers.

Work, Health and Safety (WHS)

- Participate and contribute to WHS practises to ensure a safe work environment.
- Ensure that team members comply with WHS policies and procedures and promptly respond to and report health and safety hazards, incidents, near misses and workers compensation.

Personal Accountability

- Adhere to the ARRCs values that are fundamental to the work we do.
- Undertake a police check prior to commencement and every 3 years thereafter.
- Demonstrate skills, knowledge and behaviour to work with Aboriginal and Torres Strait Island people in a culturally respectful way
- Ensure no public comment, images or videos are posted via social media of clients/residents or within client homes, residential facilities and places of cultural significance without express permission of CEO.
- Act in accordance with the ARRCs Code of Code and associated Policies
- Attend mandatory training sessions (i.e. – Equal Employment Opportunity, Health and Safety) and mandatory training specific to the position.

SELECTION CRITERIA

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

Qualifications – Essential

- C Class NT Drivers Licence and ability to provide and maintain own vehicle.
- Full Comprehensive Insurance which must be in employee name and provided with onboarding.
- First Aid Certificate – Dated within 3-years of commencement.
- Current CPR Certificate – Dated within 12 months of commencement.

Qualifications – Desirable or on request

- Food Handlers Certificate – To standard 3.2.2A (SITXFSA005 Use hygienic practices for food safety).

Experience

- Demonstrated experience providing domestic, housekeeping, home support, hospitality, aged care, disability, community care, or individual support services within clients' homes, residential settings, or community environments.

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- Proven ability to build positive and respectful relationships with older people, their families, carers, and broader support networks while promoting dignity, independence, and quality of life.
- Demonstrated experience working independently with minimal supervision, effectively managing workloads, responding to changing priorities, and meeting service delivery timeframes.
- Ability to work collaboratively within a multidisciplinary team while taking responsibility for achieving individual goals and client outcomes.
- Sound written and verbal communication skills, with the ability to accurately document and report client information using electronic care management systems.
- Demonstrated proficiency in Microsoft Office applications, including Word and Outlook, and the ability to quickly learn new systems and technologies.
- Ability to travel to clients' homes across urban, rural, and remote locations and adapt to a variety of home and community environments.
- Demonstrated understanding of client confidentiality, professional boundaries, duty of care, and person-centred service delivery principles.

Mandatory Requirements

- NDIS Worker Screening Check – Lodged or dated prior to commencement.
- Current year Influenza Vaccination.
- National Police Check – Lodged or dated within 3-months of commencement.,
- Driver's License and full-comprehensive insurance.

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.