Our Vision: Older people have access to responsive, high quality aged care services.

Our Mission: Doutta Galla exists to provide access to aged care service options which are affordable and inclusive of people with diverse experiences and backgrounds.

Our Values:



Position Description

Position Title:	Personal Care Assistant (PCA)	**Position Reports to:**	Supervisor in charge
Positions Reporting to this Position:	Nil		

Position Purpose:	The Personal Care Assistant is responsible for delivering a range of holistic, contemporary care services including personal care of the highest quality to all residents. Key to the role is providing care based on the individual care plans and recognising and reporting resident changes.
Qualifications:	**Mandatory** ▪ Certificate III or Certificate IV in Aged Care (or equivalent e.g. Individual Support); or ▪ At least 3 years working as an unqualified PCA in a closely related industry; or studying towards a qualification in nursing. **Optional** ▪ Certificate IV in Aged Care (including Medication Administration, Monitoring and Assistance). **Note:** PCA medication administration duties can only be undertaken by PCA staff who have completed: i. a Certificate IV in Aged Care and obtained satisfactory passes in medication administration, monitoring and assistance as set by the Industry Skills Council of Australia; and ii. all mandatory training in Doutta Galla in relation to medication administration; and obtained a satisfactory pass in medication administration competency.

Skills:	▪ Ability to effectively communicate verbally and non-verbally with residents living with dementia and/or where English is a second language. ▪ Demonstrated ability to document concisely and effectively in resident progress notes. ▪ Ability to work effectively and respectfully in a team environment. ▪ Practical understanding of ACFI and its application. ▪ Knowledge of the Care Plan process and the relevant assessments required. ▪ Basic computer skills.
Experience:	▪ Demonstrated knowledge and experience in personal care ideally in an aged care setting. ▪ Experience caring for people living with dementia.
Resident Dignity and Choice **(Aged Care Quality Standard 1)**	▪ Treat all residents with dignity and respect, valuing their identity, culture and diversity. ▪ Support residents to exercise choice and independence; to make decisions about their own care, the way care services are delivered and how family and others are involved in their care. ▪ Ensure all resident information is kept confidential, privacy is respected and information provided to the resident is clear and easy to understand so residents may exercise choice. ▪ Provide support and assistance to maintain a clean comfortable, safe, secure and homelike environment for the residents.
Ongoing Assessment and Planning **(Aged Care Quality Standard 2)**	▪ Ensure resident care services delivery is based on the current needs, goals and preferences of residents as identified in partnership with the resident and others the resident wishes to involve in the planning process. ▪ Ensure assessment and planning, including consideration of risks to resident health and well-being, informs the delivery of safe and effective care and services. ▪ Effectively communicate care and services plans with residents; regularly review for effectiveness and when circumstances change or when incidents impact on resident needs, goals or preferences. ▪ Assist residents to meet daily living needs including nourishment, hydration, mobility, personal hygiene, treatments, activities and other support within the care plan and the facility's policies and procedures, in a manner that encourages the independence of residents.

	▪ Report any changes in resident's care needs, health conditions, uncharacteristic or inappropriate behaviours in a timely manner and take appropriate action as required.
Personal and Clinical Care **(Aged Care Quality Standard 3)**	▪ Ensure interactions with residents and their representatives are kind, caring and respectful of each individuals identity, culture and diversity. ▪ Provide safe and effective best practice personal and clinical care that is individually tailored to resident needs and optimises their health and well-being. ▪ Recognise and respond to changes in resident mental health, cognitive or physical function, capacity or cognition in a timely manner. ▪ Ensure needs, goals and preferences of residents nearing the end of life are recognised and addressed, their comfort maximised and dignity preserved. ▪ Under the supervision and direction of the Registered Nurse, actively participate in the provision of care to residents with complex clinical needs with particular regard to nutrition and hydration management, pressure care management and incontinence management (and medication management if appropriately qualified).
Support for Daily Living **(Aged Care Quality Standard 4)**	▪ Ensure daily living support meets individual resident needs, goals and preferences and optimises resident independence, health, as well as, emotional, spiritual and psychological well-being and quality of life. ▪ Provide daily living support that facilitates social and personal relationships, meets individual resident interests and enables broader participation.
Medication Management **(for appropriately qualified and medication administration competent PCA staff only)**	▪ Ensure medications are administered, documented, stored and disposed of in accordance with regulations and organisational policies and procedures ▪ Abide by own role and limitations under PCA scope of practice in providing assistance with medication administration under the direct or indirect supervision of an RN. ▪ Recognise situations where further advice may need to be sought from an Enrolled Nurse, Registered Nurse and/or medical practitioner prior to the administration of prescribed medication. ▪ Exercise appropriate judgement to withhold medication at a time it is due if concerns exist.

OH&S **(Aged Care Quality Standard 5)** **OH&S cont…**	▪ Ensure the maintenance of a safe working environment that meets regulatory requirements and undertake all duties in a manner that demonstrates due regard for the wellbeing and safety of self, colleagues and residents. ▪ Respond appropriately to situations of risk or potential risk to the residents. ▪ Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturer's instructions and organisational guidelines, and reports any breakdown or requirements to the Registered Nurse In-Charge, CCC or Facility Manager. ▪ Actively participate in training and education sessions regarding occupational health and safety. ▪ Understand emergency code management, fire and evacuation procedures and implement if required. ▪ Report immediately all accidents / incidents in accordance with organisational guidelines and where necessary document in accordance with organisational guidelines. ▪ Adhere to Occupational Health and Safety Act and associated policies and procedures.
Feedback and Complaints **(Aged Care Quality Standard 6)**	▪ Provide support to residents and their families and ensure any queries, comments, suggestions and / or concerns are managed promptly and effectively and referred appropriately according role level of responsibility. ▪ Comply with all Privacy Legislation requirements and Doutta Galla confidentiality statements when communicating information pertaining to residents, staff and the operations of any Doutta Galla facilities. ▪ Facilitate awareness of and access to advocates, language services and other methods of raising and resolving complaints in accordance with Doutta Galla policies and procedures and within scope of role.

Acknowledgement	▪ I have read this position description and agree to undertake the requirements and responsibilities as listed above. ▪ I understand I am responsible for ensuring I undertake my duties in compliance the new Aged Care Quality Standards as contained in the Quality of Care Amendment (Single Quality Framework) Principles 2018. ▪ I understand this position description is subject to review and amendment at any time, as appropriate. ▪ I also acknowledge that I may be required to undertake additional duties and responsibilities from time to time that are not detailed above. ▪ I have read and understood the Doutta Galla Code of Conduct. Name: _____ Signature: _____ Date: _____