

Position Description

POSITION DETAILS			
Position Title	Personal Care Assistant		
Reports to	Team Leader – Community Care		
Business Function	Community Services	Salary Grade	Enterprise Agreement – Aged Care Employee
Direct Reports	Nil	Band / Level	Level 3
Indirect Reports	Nil	Location	Northern Territory

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
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 and Disability Services, Mental Health support, 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 role of Personal Care Assistant is to provide individual and personalised care and support to our clients, so that they may continue to live in their homes whilst ensuring positive relationships to engage and promote quality of life that enhances the ability of individuals to maintain their independence.
The Personal Care Assistant is accountable to ensure transportation, general house cleaning, personal hygiene, providing meals and other health and wellness related activities are provided according to best practise care, and that all in home care is provided in a client focused, caring and respectful way.

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KEY RESPONSIBILITIES

Service Delivery

- Provide in-home care including general housekeeping, transport services to appointments and general activities.
- Support clients residing in both urban and rural locations across the Northern Territory. This may include the requirement to travel distances of up to and further than 100km.
- Deliver appropriate care according to the individual and personalised care plan, monitoring and report on client's condition as required.
- Maintain and enhance the dignity, integrity, rights, and confidentiality of clients. Ensuring you establish and maintain a current and accurate confidential consumer reporting system.
- Participates in continuous improvement of consumer care, ensuring information and feedback is provided to ARRCS staff, and other health professionals as required.
- Provides quality client service, including interacting with clients, answering client enquiries, and effectively handling client complaints
- Demonstrated ability to adhere to community program compliance model
- Accepts responsibility for own actions ensuring that all duties are performed according to ARRCS policies and procedures at all times.
- Demonstrates awareness of own abilities and limitations, identifying learning needs and seeking guidance when necessary.

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
- 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. Police check renewals may be required earlier than 3 years in order to comply with specific contractual or legislative requirements.

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- 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 (Facebook, Instagram, TikTok etc) of Clients/Residents or within Client Homes, Residential Facilities and places of Cultural Significance without express permission of General Manager.
- Act at all times 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
- First Aid Certificate

Experience

- Demonstrated experience in the provision of Personal Care either in an Aged Care / Disability of Individual Support setting.
- Demonstrated experience in working in a diverse team of people, working with required timeframes, setting own goals and achieving required outcomes.
- Demonstrated ability in achieving personal goals and identifying areas for new training, development and requesting further training for any development in competency skill checks.
- Demonstrated ability in the use of MS Word, Excel and other online client reporting systems
- Demonstrated ability to respond and adapt to competing priorities whilst working unsupervised
- Demonstrated ability to empathise with Aged People, their families and Personal Carers

Mandatory Requirements

- NDIS Worker Screening
- Influenza Vaccination
- COVID 19 Vaccination + Boosters
- National Police Check
- Driver's License

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 Residential Aged Care 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.