

## POSITION DESCRIPTION

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1.	<b><u>Position</u></b>	Personal Care Assistant (PCA)
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2.	<b><u>Overview and Role Purpose</u></b>	<p>The Personal Care Assistant is responsible for providing personal care services under the direction and supervision of the Registered Nurse and Enrolled Nurse.</p> <p>In conduct, presentation and professionalism the employee must be a role model for all staff within the Hall &amp; Prior Aged Care Group (“H&amp;P”).</p>
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3.	<b><u>Working Environment</u></b>	<p>H&amp;P is an organisation that celebrates diversity and endeavours to provide a respectful, balanced, family friendly and relationship centred working environment. It has three business planning principles that promote the value and importance of all of its employees and the contribution they make:</p> <p><b>PEOPLE</b> We know that the quality of our workforce is the key to our future success. We invest in developing and educating our people and providing a working environment that will allow the attraction and retention of quality people.</p> <p><b>SERVICES</b> We are working to become an aged care solutions provider of choice, delivering tailored care services to consumers. To achieve this we ensure that our workforce is sufficient, skilled and qualified to provide safe, respectful and quality care and service to our consumers.</p> <p><b>BRAND</b> We are working to become recognised as the aged care provider of choice and employer of choice.</p> <p>The services are Commonwealth accredited, certified and funded aged care homes and community services that operate within the legislative and regulatory arrangements of the Aged Care Act 1997 (Cth), supported by a corporate structure.</p>
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4.	<b><u>Key Accountabilities</u></b>	<p>The Personal Care Assistant is responsible for understanding and complying with all of the following key accountabilities.</p> <p><b>(a) Organisational capacity</b></p> <ul style="list-style-type: none"> <li>(i) Support the vision, mission, values and objectives of the H&amp;P.</li> <li>(ii) Contribute through learning, leadership, collaboration and service.</li> </ul> <p><b>(b) Financial</b></p> <ul style="list-style-type: none"> <li>(i) Ensure effective use of resources.</li> </ul> <p><b>(c) Customer experience:</b></p> <ul style="list-style-type: none"> <li>(i) Provide customer focused services</li> <li>(ii) Provide person centred care</li> </ul> <p><b>(d) Internal processes:</b></p> <ul style="list-style-type: none"> <li>(i) Ensure all H&amp;P policies and procedures are strictly adhered to; and</li> <li>(ii) Practice in accordance with professional guidelines, scope of practice.</li> <li>(iii) Ensure that all regulatory compliance standards are met.</li> <li>(iv) Contribute to a physical and psychologically safe workplace; and</li> <li>(v) maintain professional working relationships with colleagues and stakeholders.</li> </ul> <p>The employee and team performance will be reviewed regularly against these accountabilities and the roles and functions outlined below.</p>
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5. **Key Performance Indicators** (a) Key Performance Indicators (“KPI”) are measures of performance against the key accountabilities described above.
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6. **Key Roles and Functions** The Personal Care Assistant is responsible for performing the following specific roles and functions whilst employed in the role for H&P.
- (a) **Personal Care Assistant functions:**
- (i) Provides a high standard of personal care to residents according to care orders and Registered Nurse directions.
  - (ii) Cooperates with sequence of duties planned by Registered Nurse according to day to day changes in residents’ needs and organisational requirements
  - (iii) Regularly reads resident care plans to ensure that work practices meet resident care standards and personal safety requirements
  - (iv) Observes residents’ responses to their care, and reports findings to Registered nurse
  - (v) Cooperates with Registered Nurse supervision and direction of work practices
  - (vi) Contributes information to resident assessment and personal care evaluation procedures.
- (b) **Organisational Responsibilities**
- (i) Works in accordance with the organisations Code of Conduct and the Care Recipients Charter of Rights.
  - (ii) Contributes to Quality Improvement Program by submitting event reports such as feedback forms, incident reports, hazard reports and contribution to solutions and suggestions for improvement.
  - (iii) Communicates appropriately with care recipients, their relatives / visitors, all staff and other visitors
  - (iv) Approaches to work and interpersonal relationship contribute to the maintenance of good staff morale
  - (v) Performs general duties according to the Duty Statement
  - (vi) Participates actively in performance appraisal procedures, including taking responsibility for following up the resulting learning plan. Accept responsibility for own actions and acknowledges when own performance of work practices needs to improve
  - (vii) Attend scheduled training as required to maintain professional knowledge and skills
- (c) **Occupational Health & Safety**
- (i) Work safely in accordance with H&P policies and procedures and take appropriate action to ensure the safety of yourself and others.
  - (ii) Demonstrate safe work practices for yourself and others.
- (d) **General:**
- (i) Duty statements may be available to describe the allocation of duties.
  - (ii) This position description may be updated periodically to reflect operational needs.
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7. **Fitness for Work** H&P employees must be fit to perform the inherent requirements of this role, which included, but are not limited to, physical demands of walking, squatting, lifting, pushing, pulling and standing for sustained periods and cognitive demands of supporting end of life, decision making, varied patterns of work and working with people. Further detail regarding fitness for work is contained in the H&P Occupational Safety and Health Policy.
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8. **Reporting arrangements** Director of Nursing  
The reporting arrangements for this position are outlined on the organisational chart.
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9.	<b><u>Selection criteria</u></b>	The following criteria may be considered by H&P in selecting an individual to perform the role. (D) indicates a desirable but not essential criterion)
9.1	<b>Skills and attributes</b>	<ul style="list-style-type: none"> <li>(a) Ability to treat each consumer with dignity and respect, with their identity, culture and diversity valued;</li> <li>(b) Ability to provide relationship centred care;</li> <li>(c) Demonstrated time management and organisation skills and ability to coordinate and prioritise workload;</li> <li>(d) Highly developed interpersonal skill, including written and verbal communication, including literacy, language and numeracy consistent with role (H&amp;P assessment);</li> <li>(e) Highly developed assessment, observation, attention to detail and problem solving skills;</li> <li>(f) Demonstrated ability to work effectively in an inter-disciplinary team and provide person centred care;</li> <li>(g) Ability to use technology and wiliness to learn and use new technology;</li> </ul>
9.2	<b>Knowledge</b>	<ul style="list-style-type: none"> <li>(h) Knowledge and commitment to Occupational Safety and Health and Equal Opportunity in all aspects of employment and service delivery;</li> <li>(i) Understanding of the funding and administrative arrangements and compliance requirements of the Aged Care Act 1997 (C'th) (D);</li> </ul>
9.3	<b>Qualifications</b>	<ul style="list-style-type: none"> <li>(j) Certificate III in Individual Support or equivalent;</li> <li>(k) National Police Check and/or Statutory Declaration;</li> <li>(l) "C" class or equivalent driver's licence and vehicle suitable for role (D);</li> <li>(m) Vaccination evidence or willingness to be vaccinated to support client and personal wellbeing (influenza and other role specific requirements);</li> <li>(n) Right to work in Australia;</li> </ul>
9.4	<b>Experience</b>	<ul style="list-style-type: none"> <li>(o) Experience within aged care (D) or a similar setting;</li> <li>(p) Experience in manual task and demonstrated competency</li> </ul>

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10.	<b><u>Authority to Act</u></b>	<p>H&amp;P Employees have the authority to act in accordance with the policies and procedures of H&amp;P, and the requirements of all relevant legislation and regulation. However, and for the avoidance of doubt, the following restrictions and limitations apply to the [insert title]'s authority to act:</p> <ul style="list-style-type: none"> <li>(a) <b>Not to make financial commitments:</b></li> <li>(b) <b>Not to make representations on behalf of H&amp;P:</b> <ul style="list-style-type: none"> <li>(i) Must not make any comment or representation to any part of the media on behalf of or as a representative of H&amp;P, or respond to any media enquiries (all media enquiries are to be referred and directed to the CEO immediately)</li> <li>(ii) Must not write to or otherwise communicate with or make any representation to any government department or agency (Commonwealth, State or Local) other than in the normal course of fulfilling the duties and roles of the position, without consultation with and the consent of the CEO</li> </ul> </li> <li>(c) <b>Not to divert from H&amp;P employment policies and practices:</b></li> <li>(d) <b>Not to dismiss any employee of the Group :</b></li> </ul>
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11. **Failure to comply**

Failure to meet the agreed Key roles and functions and Key accountabilities may result in undergoing performance counselling and/or disciplinary action up to and including termination of employment.

<b>Declaration</b>	
Essential	My position description has been explained in detail and I understand and accept the accountabilities and authority as outlines.
Employee	Name: _____ Signature: _____ Date:    /    /
Executive H&P's representative	Name: _____ Signature: _____ Date:    /    /