

Position Definition	
Position:	Personal Care Worker (PCA) - Health Services Assistant
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016-2020
Classification:	Health Care Worker – Grade Dependant on experience/qualifications
Position reports to:	Nurse Unit Manager Residential Aged Care Services
Approved by:	Director Clinical Services

Organisational Context
<p>Yea & District Memorial Hospital (YDMH) provides acute, aged and community healthcare, to people of all ages from the Yea & surrounding western Murrindindi district communities.</p> <p>Our services have a strong focus on best practice clinical assessment, treatment and care.</p> <p>YDMH partners with General Practitioners, Hospitals, the three levels of government, local agencies and community members to achieve a universal primary healthcare system.</p> <p>YDMH is a small rural health service. It is funded by state and commonwealth government grants and other self-managed revenue activities. It is governed by a Board of Directors selected and appointed by the Governor in Council</p> <p>YDMH Vision – An exceptional rural health service serving and engaging our local community</p> <p>YDMH Values – Integrity, Respect, Accountability, Responsiveness & Impartiality</p> <p>Our expectation is that staff will operate as a co-operative team. Our staff will be flexible, multi-skilled and able to work with a diverse range of individuals, multidisciplinary groups and community agencies.</p> <p>Our staff will continually update their knowledge to take on new responsibilities and challenges and be adaptive to changes within the health landscape environment.</p>

Purpose and Scope
<p>Personal Care Attendants (PCA) have a close and trusting relationship with residents and are accountable for the quality and timeliness of care provided. The care and service provided by the PCAs has a significant impact on the well-being of residents and the overall efficiency and atmosphere of the hostel. PCAs will assist residents to maximise their choice and independence.</p> <p>Under the direction and support of the Clinical staff they assist in the person-centred care delivery and support of residents in the Rosebank Hostel in their daily activities.</p>

Key Responsibilities and Duties

Service delivery:

- Communicate and coordinate care needs of residents by liaising with other team members.
- Participate as a member of the healthcare team, developing and utilising effective communication with other staff members to contribute to the development of team plans and the review of systems and processes.
- Promotion of the patient/resident charter of rights and responsibilities and its values to our residents.
- Deliver a customer focused service where diversity and residents' rights are respected.
- Provide a range of support services to residents, encouraging appropriate self-care. This will include:
 - Assisting with showering and personal care
 - Assisting with dressing / undressing
 - Assisting with grooming
 - Assisting with mobility
 - Assistance with toileting and continence management
 - Assisting with eating and drinking, including delivering and assisting with meals in a resident's room when they are unable to come to the dining room
 - Assisting residents with small errands or tasks such as reading mail, or info as requested by resident, assisting with clothing storage
- Provide assistance and personal care to residents affected by dementia or other conditions which impair their ability to make independent decisions regarding daily living activities or personal care.
- Carry out a range of domestic tasks to maintain hygiene and infection prevention control standards in a homelike environment and to encourage residents to participate in daily living activities according to their physical and mental capacity. Tasks include:
 - Making residents beds
 - Assisting other staff in serving meals and preparing the dining room
 - Cleaning resident's rooms, en-suites and communal areas of the hostel
 - Clearing the tables, crockery and utensils & reset for next meal sitting
 - Laundering of resident clothing
 - Other tasks required to maintain a pleasant and safe environment for the residents.
- To undertake minor maintenance tasks such as:
 - Changing light bulbs in lamps and other low appliances.
 - Replenishing cleaning liquids and materials.

	<ul style="list-style-type: none"> ○ Stock ordering and storage of deliveries ● To provide support for the Covid Monitoring @Home program with delivery and pick up of equipment to program clients based in community. ● To report and record observations of changes in resident's behaviour or physical condition to ensure appropriate care to the Nurse in Charge. ● Function as part of a multi-disciplinary team, to ensure equipment is functional and operational as required by staff of Yea and District Memorial Hospital ● Promote and maintain a professional relationship with all staff ● Positively promote YDMH and Residential Aged Care Service within the community
Organisational:	<ul style="list-style-type: none"> ● Participate in relevant continuing professional development. ● Participate in annual performance review. ● Participate and contribute to Quality improvement developments within the Hostel Aged Care services ● Report, document and manage risks within the Hostel ● Actively participate in Aged Care Service staff and resident meetings ● Complete mandatory competencies within the required time frames ● Ensure privacy and confidentiality is maintained for residents, patients, clients and staff. ● Support Cert 111/1V students on placement
Leadership & Management:	<ul style="list-style-type: none"> ● N/A
Financial:	<ul style="list-style-type: none"> ● N/A

Core Competencies, Attributes and Capabilities	
Professional:	<ul style="list-style-type: none"> ● The ability to prioritise workload and competing demands to meet timelines
Client orientation:	<ul style="list-style-type: none"> ● Provide health and wellbeing of residents through the delivery of person-centred care.
Interpersonal:	<ul style="list-style-type: none"> ● The ability to promote and maintain harmonious staff relationships in pursuance of the achievements of organisational goals. ● Communicates with respect and empathy at all times ● Alignment with YDMH Values
Leadership:	<ul style="list-style-type: none"> ● N/A
Management:	<ul style="list-style-type: none"> ● N/A
Computer:	<ul style="list-style-type: none"> ● Proficiency in use of computers and mobile devices
Human Resources:	<ul style="list-style-type: none"> ● Completion of competencies as required by organisation ● Maintenance of NDIS Screening Check/Police Check Clearance

Core Competencies, Attributes and Capabilities

Financial:

- N/A

Key Selection Criteria

Mandatory:
Successful applicants are required to provide certified copies of any mandatory qualifications listed in this section.

- Relevant TAFE qualifications in Personal Care /Support or be studying towards same
- Experience in the care of older persons
- Demonstrated excellent verbal, written and interpersonal communication skills
- Proficient in use of computers
- Drivers Licence

Desirable:

- Food Handlers Certificate

Conditions of Employment

Remuneration:

- The employee will be paid in accordance with the Award/Agreement.
- Salary Packaging is available for permanent and fixed term employees, in accordance with prevailing legislation and YDMH Policy.

Location:

- Yea

Hours of duty: As per individual contract

Pre-employment checks:

An NDIS Screening Check is mandatory. In accordance with YDMH Policy, relevant convictions will be taken into consideration when considering applicants for this position.

All employees of YDMH must be either an Australian Citizen, Permanent Resident or have an appropriate Australian visa that will legally enable them to fulfil the obligations of the contract of employment.

COVID 19 Vaccination is a requirement for the role.

YDMH employees who are engaged in direct client care are required to complete the YDMH Staff immunisation record form, confirming their consent to receive or declaration that they have received the recommended vaccinations.

Probationary period: Confirmation of new employees to YDMH is subject to a 6-month probationary period, during which time the employee must demonstrate satisfactory capability to perform the Key Responsibilities and Duties. This probationary period is regarded as an extension of the interview process.

Performance Appraisal: An evaluation of performance will be undertaken within six months of commencement and at least once per year to ensure that the needs of the employer and employee are being achieved.

Conditions of Employment

Employee
Obligation:

Confidentiality

The employee is required to maintain strict confidentiality with reference to all matters relating to patients and residents and organisation matters.

Health and Safety

The employee is required to take all reasonable care to ensure personal safety and the safety of others who may be affected by acts or omissions of the employee in the work place. (Occupational Health and Safety Act, Clause 25).

Continuous Improvement

The employee is required to participate with the organisation in the Continuous Improvement program to encourage excellence of care and efficient utilisation of resources.

Infection Prevention and Control

The employee is required to be familiar with the current YDMH infection prevention and control guidelines and to follow them.

Acknowledgement

Position Descriptions may be modified from time to time in accordance with YDMH Policy, relevant Awards, Agreements or Legislative amendments.

Awards and Agreements may be modified or replaced in accordance with the Fair Work Act 2009.

I acknowledge:

- That I have read and fully understand the Position Description.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- Yea and District Memorial Hospital may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by (Print Name): _____

Signature: _____ / ____ / ____

DCS/Manager: _____ / ____ / ____

Validated by:	DCS/CEO
Approval Date:	Nov 2021
Reviewed:	
Review Date:	Nov 2022

Yea & District Memorial Hospital is an equal opportunity employer who respects the diversity within our world and is inclusive of our community's diversity including Aboriginal and Torres Strait Islander people, Lesbian, Gay, Transsexual, Bisexual and Intersex, varying age groups, cultural backgrounds and abilities.