**Position Description**

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| **Position title:** | **Personal Care Assistant (PCA)** |
| **Position type:** | **Casual/Part-Time/Full Time** |
| **Responsible to:** | **Clinical Coordinator** |
| **Required Formal Qualifications** | **Cert III in Aged Care or Cert III in AIN** |

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| **Essential Criteria:** | * Demonstrated co-ordination, prioritisation and problem solving capabilities, with the ability to manage conflicting priorities and deadlines. * Demonstrated ability to operate independently and professionally with supervision as required. At all times, retains responsibility for actions and remains accountable in providing delegated nursing care. * A commitment to maintaining core competency standards through ongoing education. * Demonstrated understanding of the requirements of the Privacy and Personal Information Protection Act (NSW). * Empathy with the needs of the elderly. * Capacity to liaise at all levels and provide general advice to other staff, residents, and visitors. * Strong Interpersonal skills * Strong Communication skills – both written and verbal * Ability to work in a team orientated environment * A current Police Check |

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| **Desirable Criteria:** | * A knowledge and understanding of Aged Care Legislation, documentation and care planning |

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| **Award:** | * **The Port Stephens Veterans & Citizens Aged Care Ltd , NSWNMA and HSU NSW Enterprise Agreement 2017-2020** |

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| **Location** | * Work may be undertaken across all PSVCAC locations as per operational needs and requirements |

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| **Hours:** | * As designated by PSVCAC |

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| **Performance Appraisal:** | * After six (6) months of service and annually thereafter |

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| **Overview** | * All employees will perform their role and responsibilities within the philosophy of care and Mission statement of Port Stephens Veterans and Citizens Aged Care Ltd. |

**Key Result Areas:**

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| **Key Accountabilities** | **Measures** |
| **Specific Role**   * Under the delegation and supervision of the Clinical Coordinator, Registered Nurse, and Endorsed Enrolled Nurse and within the limits of their education, experience and lawful authority, carry out the duties required in the role. * Undertaking of physical assistance with medication administration following the 3 Principles of Safe Administration if within scope of practice. * Provision of patient centered care as specified by the care plan and direction of the Supervisor. * Monitoring the impact of nursing care and maintaining ongoing communication with the Supervisor regarding the health and functional status of residents and report changes and individual responses to health care interventions. * Accurately collecting and reporting of data regarding the health and functional status of the resident, identify expected care outcomes, follow care plans to achieve identified outcomes. * Ensure communication, reporting and documentation are timely and accurate. * Prioritising and organisation of workloads to facilitate planned nursing care to residents. * Providing personal care, support and comfort to residents.   **Provision of Personal Care**   * Effectively manages the personal care of residents according to the documented care plans. * Prioritising workloads and responding effectively to changing situations. * Uses health care resources effectively and efficiently for optimal care.   **Provision of Support to meet Emotional and Psychosocial Needs**   * Uses appropriate strategies to promote self-esteem, dignity, integrity, safety, security and comfort to residents. * Collaborates with the health care team to ensure policy and guidelines are effective.   **Other**   * Employees may be required to complete additional duties as directed by their supervisor | **The Manager is satisfied that:**   * Accurately collects and reports data. * Recognises and reports changes in health and functional status of residents to the RN / EEN / EN / Care Coordinator. * Ensures communication, reporting and documentation are timely and accurate and organises workload to facilitate planned nursing care. * Acts to enhance safety establishes and maintains effective communication, applies appropriate strategies to promote self-esteem. * Maintains dignity and integrity of residents which encourages independence. * Establishes and maintains documentation according to organisational guidelines and procedures. Records information systematically and ensures that written communication is logical, legible, clear and concise. |
| **Service Delivery**   * All employees must adhere to applicable commonwealth, state, local statutory and regulatory compliance. * When undertaking duties these will be provided in line with a customer service approach (having a “Can do” attitude). Effective communication and interaction with all internal and external stakeholders. * Work within a team orientated environment * Positively interacts and communicates with clients, employees, volunteers and visitors. | **The Manager is satisfied that:**   * Employees are being adherent to all statutory and legal requirements * Ensuring that feedback provided from the * The Employee has demonstrated their ability to work within a team environment in line with PSVCAC’s core values. * The Employee has demonstrated professional communication within the workplace. |
| **Continuous Quality Improvement (CQI):**  All employees must participate in continuous quality improvement through:   * All employees must participate in the accreditation process including; on site reviews as directed by PSVCAC. * Utilization of feedback (providing suggestions, compliments, comments and concerns.) * Where applicable employees may be required to be involved in projects as directed by PSVCAC. * Completion of internal surveys given by PSVCAC. | **The Manager is satisfied that:**   * Employees show a willingness to participate in the accreditation process upon selection. * Employees are providing feedback and suggestions for improvement in line with the core values of PSCVCAC. * Employees show enthusiasm in involvement within PSCVAC projects that are being undertaken. |
| **Personal Development:**   * All employees are required to participate in all annual mandatory training as directed by PSVCAC. * All employees are required to demonstrate that they have undertaken further training and education to enhance their role (Staff meetings and In-service education). * All employees engage in self appraisal and initiates action to improve or maintain own standards of knowledge and skills. | **The Manager is satisfied that:**   * Employees have attended all mandatory training as directed by PSVCAC * Employees are able to demonstrate in their appraisal meeting that they have successfully undertaken further training or education since their last performance appraisal. * Employees are able to identify key areas for improvement and implement plans with manager to improve/maintain skills. |
| **Equal Employment Opportunity (EEO)**   * All employees promote EEO in all activities to eliminate discrimination within the workplace. | **The Manager is satisfied that:**   * EEO Principals are being complied with |
| **Privacy and Confidentiality**   * All employees are to apply the principles of privacy and confidentiality to all work practices adhering to PSVCAC policies and procedures. * Maintaining a duty of confidentiality to all clients, volunteers and employees | **The Manager is satisfied that:**   * Privacy and Confidentiality Principles are being complied with * The employee maintains a duty of confidentiality |
| **Environmental Sustainability**   * All employees should promote Environmental Sustainability through waste management and minimizing overall carbon footprint | **The Manager is satisfied that:**   * The employee is actively communicating and practicing environmental sustainability throughout the organisation. |

**Our philosophy:**

**Vision:** Community Lifestyle, Individualised Care

**Organisations’ Core Values:**

🞆 Community 🞆 Innovation 🞆 Integrity 🞆 Accountability

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| **Expectations** |  |
| **Community:** | Actively support our local and wider community by fostering growth and belonging, encourage their well being in every way and recognise the contribution made by all individuals. |
| **Innovation:** | Strive for openness to new ideas, flexibility in our approach and think beyond the norm for solutions that are different. |
| **Integrity:** | Strive to engender trust and respect amongst all whom we come in contact and support in the community and the workplace, be ethical and honest in all our dealings. |
| **Accountability:** | Will take responsibility for our actions, own up to shortcomings and use this as a learning opportunity |

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| **Mission and Values**   * Employees actively develop and promotes the culture of PSVCAC * Acts as a role model and promotes positive staff morale | **The Manager is satisfied that:**   * The employee behaves, interacts and communicates in a manner which supports PSVCAC Values and Mission |

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| **Acceptance:** | |
| * I have read and understood the position and its contents. * I agree to undertake the functions as outlined in this document to the best of my ability and in accordance with organisational policy, procedure, guidelines and any relevant legislation to my role. * I also agree to strictly observe the organisation's policy on privacy and confidentiality of intellectual information or any such sensitive or confidential information that I may come across in the course of my employment. | |
| Employee (Name): | Date: |
| Employee (Signature): | |
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| Manager (Name): | Date: |
| Manager (Signature): | |