
POSITION TITLE:	Personal Care Attendant
RESPONSIBLE TO:	Director of Clinical & Aged Care Services
DEPARTMENT:	Lochiel House
AWARD:	Health and Allied Services
CLASSIFICATION:	As per Award
REPORTS TO:	Team Leader – Low Level Residential Aged Care
CONTRACT:	As per employment contract

POSITION STATEMENT

The primary role of this position is to provide high quality person centred care to the residents in Lochiel House to enable them to maintain optimal independence and quality of life with dignity and safety in a clean and homelike environment.

RESPONSIBILITIES AND KEY PERFORMANCE INDICATORS (Outcomes)

- Participates in development of care plans on admission and also the ongoing management of these plans
- Supports residents by assisting them with medication administration.
- Assist Residents with all aspects of personal care including showering, dressing, feeding and minor wound dressing changes.
- Is confidently able to implement care based on the care plan
- Is able to clearly document resident care needs and appropriate notes
- Ensures the safety of Residents at all times, participating in harm minimisation strategies such as falls prevention, pressure care as per their care plan and maintains a secure environment for residents
- Is able to liaise with other appropriate health professionals in a timely manner when there is a change in the health needs of a resident.
- Promotes individual independence and skill in activities of daily living.
- Assists residents to ensure adequate food and fluid intake.
- Provides social and emotional support and monitoring
- Assists with and ensures participation of residents in appropriate activities in conjunction with the Leisure & Lifestyle Staff
- Liaises with families, encouraging family participation in care requirement and activities of Lochiel House.
- Respects the rights of residents to make choices about what is right for them and respects their dignity of risk

Professional Responsibilities

- Attend training sessions as required to ensure skills are kept current, including all in-service training.
- Wear correct uniform requirements during all periods of work.
- Communicate to staff, clients and visitors in an appropriate manner.
- Participate in Residents and Carer meetings when able

- Undertake mandatory competencies including but not limited to, Basic life Support, Emergency Management, medication competency relevant to PCAs, manual handling and No Lift.

QUALIFICATIONS

Certificate III or IV in Personal Care (or equivalent)

KNOWLEDGE, SKILLS and ATTRIBUTES

- Willingness to achieve best practice in residential aged care service delivery
- Willingness to understand and work with Allied Health Professionals to achieve the aims in the persons care plan.
- Adopt an approach to care that is person centred and inspires the person to be the best they can.
- Be responsive, with families about the needs of their family member
- Demonstrated computer skills, including use to Microsoft office and Excel
- Self-driven ICT problem solving skills to fix minor issues.

HUMAN RESOURCES

- Employees must comply with and demonstrate the Organisational Behavioural Values
Respect, Integrity, Compassion, Excellence, Community
- Participate in the annual review and planning process, completing an individual aims and achievements plan in line with the strategic objectives of Orbost Regional Health
- During the annual aims and achievements discussion review the annual information updates as listed in attachment 2.
- All employees will undertake an organisational orientation induction program and complete training requirements relevant to position, including mandatory training as listed in attachment 1.
- On an annual basis complete mandatory training as per attachment 1.

ADMINISTRATION

- Be conversant with ORH Policies and Procedures and be able to demonstrate how to access relevant policies and procedures using the PROMPT system

OCCUPATIONAL HEALTH AND SAFETY

- Ensure that work practices are carried out in accordance to the Occupational Health and Safety policies, and the operational policies and procedures of the organisation.
- Ensure daily tasks are carried out in such manner that minimises risks to patients/residents, other staff members and visitors.
- Are confidently able to complete a Riskman incident report and report any safety issues immediately to the supervisor and/or Safety Representative.
- Ensure that infection control guidelines and requirements are known and incorporated into daily work activities.

QUALITY AND SAFETY

- Demonstrate a commitment to the delivery of quality services.
- Demonstrate a focus on partnering with consumers in the planning, delivery and evaluation of services and care, by actively seeking feedback and engaging consumers in their care planning as appropriate to employee role.
- Ensure all Multi Purpose Service activities are in accordance with the
 - National Safety and Quality Healthcare Standards (organisation wide)
 - Community Common Care Standards (Home and Community Care)
 - Department of Human Services Standards (Disability and Homelessness Support)
 - Royal Australian College of General Practitioners Standards (Medical Clinic);
 - Diagnostic Imaging Standards (Radiology).
 - NDIS Practise Standards
- Actively participate in the Orbest Regional Health Quality Program and accreditation processes against the above standards.
- Are confidently able to complete a RiskmanQ quality activity.
- Be able to identify risks and follow the Orbest Regional Health Risk Management Policy and procedure.
- Have processes to monitor and evaluate the performance of the services provided by the work area.

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AUTHORITY AND CONDITIONS

- All employees of Orbest Regional Health must sign a Confidentiality Statement. This is to ensure that employees shall not at any time, either during the period of employment, or at its completion, divulge either directly or indirectly to any person, confidential knowledge or information acquired during the course of this employment.
- All employees of Orbest Regional Health are required to recognise consumer rights and operate within the Charter of Human Rights.
- Adhere to the level of authority under the Organisation Instrument of Delegation.
- This position carries a Level _____ under the Instrument of Delegation.

I have read, understood and accepted this Position Description.

.....
(Employee Name)

.....
(Manager Name)

.....
Signature

.....
Signature

.....
Date

.....
Date

Orbest Regional Health reserves the right to review and amend this document at its discretion.

KEY SELECTION CRITERIA

Essential Criteria

- Certificate III or IV in Personal Care (or equivalent/ working towards)
- Is able to create a home-like atmosphere that is safe and secure for residents
- Understands the meaning of, and is able to provide person-centred care
- Is able to provide assistance with all aspects of personal care
- Demonstrates an understanding of issues in relation to privacy and confidentiality.
- Has a sound understanding of harm minimization for residents such as falls prevention, pressure management.
- Demonstrates an understanding of issues in relation to privacy and confidentiality.
- Sound understanding of Occupational Health and Safety issues relating to this position.
- Have an understanding of quality improvement
- Basic computer knowledge and skills
- Friendly and helpful manner.
- Can demonstrate a commitment to learning
- Proven ability to work as part of a team.
- Be able to demonstrate flexibility and commitment.
- Previous experience in personal care
- Has the confidence and skills to work independently, including overnight.
- Current Police Check, WWC or Working with Aged as relevant
- Drivers Licence

Desirable Criteria

- Knowledge of or education in the area of dementia management

Orbost Regional Health Position Description - Attachment 1

Organisation wide – Mandatory Training

Focus area	Frequency	Classification	Staff	Training Type	Committee Responsible
Emergency Response	Orientation & Annual	Mandatory	All ORH Staff	Online training	Emergency Preparedness & Resilience
Manual Handling	Orientation & Annual	Mandatory	All ORH Staff	Online training	OH&S
No Lift	Orientation & Annual	Mandatory	Nursing Staff	Online training and practical assessment	OH&S
Hand Hygiene	Orientation & Annual	Mandatory	All ORH Staff	Online training	Infection Control
Basic Life Support	Orientation & Annual	Mandatory	All Nursing Staff Medical Staff	Self-directed learning package- clinical skills practical assessment	Clinical Standards
Medication Administration General Adult & IV competency	Orientation & Annual	Mandatory	All Nursing staff (including medication endorsed ENs).	Online training	Clinical standards
Falls Prevention	Orientation & Annual	Mandatory	All nursing staff	Online training	Clinical Standards
Neonatal Resuscitation	Orientation & Annual	Mandatory	All Midwives	Online training	Clinical Standards
Advanced Life Support	Orientation & Annual	Mandatory	All ALS responders – grade 5/ ANUMs	Self-directed learning package- clinical skills practical assessment	Clinical Standards
Triage	Orientation & Annual	Mandatory	Grade 5 / ANUM	Online Training	Clinical Standards
Blood Safe	Orientation & Annual	Mandatory	All Nursing Staff	Online Training	Clinical Standards
Aseptic Technique	Orientation & Annual	Mandatory	All Nursing & Medical Staff	Online Training	Infection Control
Bullying and Harassment	Orientation	Mandatory	All ORH Staff	Online Training	People and Culture
Risk Management	Orientation & Annual	Mandatory	Managers	Online Training	OH&S
Occupational Violence	Orientation	Mandatory	All ORH Staff	Online Training	OH&S
OHS	Orientation	Mandatory	All ORH Staff	Online Training	OH&S
Cybersecurity training for health services	Orientation	Mandatory	All ORH Staff	Online Training	MPS Managers
NDIS Worker Orientation Program	Orientation (post June 2020)	Mandatory	NDIS workers	Online Training	People and Culture

Orbost Regional Health Position Description – Attachment 2
Organisation wide – Orientation & Annual Information Update

Focus area	Frequency	Classification	Staff	Training Type
Occupational Health & Safety	Orientation & Annual	Info Update	All ORH Staff	Manager Discussion
People & culture	Orientation & Annual	Info Update	All ORH Staff	Workshop
Diversity	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Clinical Governance	Orientation & annual	Info Update	All ORH staff	Manager Discussion
Resource Management	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Risk Management	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Quality Improvement	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Partnering with Consumers	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Performance Reporting and Monitoring	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Patient Rights & Responsibilities	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Emergency management & Business Continuity	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Review & Planning Process	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Environmental sustainability	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion