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| Position Description | Form no: 5.0.4 |
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| POSITION: PERSONAL CARER | PD No: 4.7 |
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Purpose:

Provides safe and quality resident-centred care that supports residents to live the best life they can.

Key Selection Criteria:

Mandatory Qualifications:

1. Certificate III or Certificate IV in Aged Care including medication support units CHCCS305C - Assist clients with medication and CHCCS424B – Administer and monitor medications (or equivalent)

Essential KSC:

1. Annual CPR competency
2. Experience in aged care
3. Leadership skills
4. Complete a Language, Literacy and Numeracy Test prior to commencement

Desirable KSC:

1. Knowledge of the Aged Care Funding Model
2. Knowledge of the Aged Care Quality Standards
3. Knowledge of Aged Care and previous industry experience

Conditions of employment: According to the relevant Eva Tilley Memorial Home EA and Contract of Employment and National Employment Standards.

Responsible to: Clinical Care Manager/ Director of Care

Main responsibilities:

- Contributes to the efficient utilisation of resources for safe and quality care
- Consistently delivers safe, quality resident-centred care that supports residents’ health, safety and well-being and is inclusive of their identity, culture and diversity
- Administers medication safely according to legislative requirements, training, and competence, RN delegation, and the organisation’s policies and procedures. Does not accept phone orders and does not administer prn medicines without the supervisory nurse authorisation.
- Implements and monitors Resident Risk Management Plans to support residents to take risks to enable them to live the best life they can
- Timely and appropriate communication with the supervisory nurse; when exceptions to resident care plans occurs, if a resident’s health status rapidly declines or where a resident’s safety is compromised
- Ensures timely and appropriate action in response to incidents, comments and complaints including timely and appropriate communication with the team leader or supervisory nurse
- Completes accurate documentation for resident care including; charting and reporting in the progress notes, incident reports.

Reporting requirements: Reports any issues of concern to the Team Leader/Registered Nurse In-Charge or Clinical Care Manager or Director of Care

Performance appraisal: at 6 months by the Training Manager, then annually by the Director of Care/Clinical Care Manager

Position Description**Form no: 5.0.4****POSITION:** PERSONAL CARER**PD No:** 4.7**Key Results Areas (KRAs) and performance criteria****1. CONDUCT**

1.1 *Conduct is consistent with requirements of the Aged Care Quality and Safety Commission Amendment (Code of Conduct and Banning Orders) Rules 2022.*

- 1.1 The organisation's goal, mission and values are reflected in your everyday work.
- 1.2 Demonstrates personal presentation according to the Dress Code in the Staff Handbook.
- 1.3 Demonstrates the ability to work well with others including being reliable, flexible, and willing to do a variety of tasks with a positive attitude.
- 1.4 Interacts with residents in a kind and caring manner that is respectful of each resident's identity, culture and diversity.
- 1.5 Treats residents with dignity and respect including; supporting them to make choices about their care and services and to be independent.
- 1.6 Communicates in a way that builds positive relationships with residents and their visitors.
- 1.7 Respects residents' privacy and keeps their personal information confidential and only shares information on a need to know basis with other staff, services and or other service providers.
- 1.8 Demonstrates expected standards of behaviour (below) toward work colleagues for all activities connected with work including, outside normal working hours, conferences, social functions, texting, emailing and using social media:
 1. Be **polite** to each other
 2. Treat each other with **dignity** and **respect**
 3. Treat each other **honestly** and **fairly**
 4. Have **tolerance** for difference
 5. Work **together**
 6. **Listen** and **respond respectfully** to others' point of view
 7. Work **professionally** and **safely**.

2. HEALTH & SAFETY

- 2.1 Participates in the risk management program and contributes to a safe work environment for self, other staff, and volunteers; and a safe service environment for residents and visitors.
- 2.2 Reports immediately, any equipment or situation which has the potential to cause harm.
- 2.3 Completes an Adverse Event for an event or situation that; resulted, or could have resulted, in harm to a resident, staff member or visitor; or a complaint, loss or damage.
- 2.4 Participates in problem solving processes to resolve health and safety issues.
- 2.5 Does not use any type of restraint for a resident without medical/nurse practitioner or registered nurse authorisation.
- 2.6 Demonstrates an understanding of all types of elder abuse & serious incident reporting (SIRS), the appropriate action to take and the reporting requirements according to your role.

3. QUALITY IMPROVEMENT

- 3.1 Provides safe, quality care/service as a priority in your everyday work.
- 3.2 Provides competent care/service in accordance with the organisation's documented policies and procedures, and legislative requirements relevant to your role.
- 3.3 Encourages and supports residents to provide feedback and to make complaints, including completing an Adverse Event or Facility Feedback Form on their behalf according to their wishes.
- 3.4 Actively participates in team meetings and quality improvement activities to improve the quality and safety of the care and services provided.

4. KNOWLEDGE & SKILLS

- 4.1 Maintains own knowledge and skills for safe care/services by completing annual mandatory training and competency assessments related to your role; participating in ongoing education sessions, tool-box training and; reading communication boards, newsletters and memos.

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- 4.2 Annual training objectives are completed following performance appraisal to ensure you have the right skills and knowledge to perform your role.
- 4.3 Participates in relevant professional and network groups (recommendation only).

5. SAFE & EFFECTIVE RESIDENT-CENTRED CARE

- 5.1 Contributes to the efficient utilisation of resources for safe and quality care
- 5.2 Demonstrates respectful, safe, quality resident-centred care according to each resident's needs, goals and preferences documented in their care plan
- 5.3 Completes accurate and timely documentation for resident care including; charting and reporting in the progress notes
- 5.4 Demonstrates timely and appropriate communication with the supervisory nurse when exceptions to resident care plans occur and where a resident's health status rapidly declines
- 5.5 Contributes to resident assessment and monthly care plan evaluation.

6. MEDICATION ADMINISTRATION

- 6.1 Safely administers medications as delegated by a RN according to individual qualification, legislative requirements, competence and the organisation's policies and procedures.
- 6.2 Does not accept phone orders and does not administer prn medicines without the supervisory nurse authorisation.
- 6.3 Reports changes in a resident's medication chart, including changes to route to the supervisory nurse.
- 6.4 Seeks clarification from the supervisory nurse for medication related issues such as; medication chart difficult to read.

7. RISK MANAGEMENT

- 7.1 Implements and monitors Resident Risk Management Plans to support residents to take risks to enable them to live the best life they can. Participates in risk management plan evaluations as delegated.
- 7.2 Timely and appropriate immediate action for incidents and complaints including appropriate communication with the team leader or supervisory nurse
- 7.3 There is evidence that risks where relevant have been communicated to the team leader or supervisory nurse where safety is compromised.

8. QUALITY PROGRAM

- 8.1 Actively contributes to an effective continuous improvement program that demonstrates improvements in the quality and safety of the clinical and personal care provided for residents. This may involve; attending meetings, data collection for the quality indicator program, data analysis and practice review for a particular aspect of care, policy and procedure review, trialing of new products or equipment and conducting internal audits.

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| Physical Demand Analysis | | Type of Work: A = Administrative C = Care S = Services | |
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| | | Frequency: Continuous (C) = 75% to 100% of the shift Frequent (F) = 25% to 75% of the shift Infrequent (I) = 0% to 25% of the shift Note: Assistive technology will be considered on an individual basis. | |
| Physical demand | Frequency for type of work | | Description |
| | | C | |
| Standing and Walking | | C | Standing and walking are major requirements for carrying out tasks and are required for movement around the facility. The ability to fully use both legs on variable surfaces is required. |
| Sitting | | I | Sitting is required when carrying out documentation or administrative tasks. |
| Climbing | | I | Climbing is required to go up and down stairs and steps. Requires body agility and the ability to use both legs and feet and hands/arms to use hand rails. A lift is available to move from one floor to another. |
| Balancing | | C | Balancing is required to maintain body steadiness to prevent falling when walking, standing, crouching and/or lifting whilst carrying out task requirements. |
| Lifting and carrying | | F | Lifting and carrying is required in the movement of objects around the facility including movement from lower to higher and/or horizontally and/or place to place. The ability to fully use both arms and hands is required. |
| Pushing and Pulling | | F | Pushing and pulling objects around the facility including but not limited to trolleys, wheeled chairs and manual handling equipment. |
| Bending & Crouching | | F | Bending at waist level whilst carrying out tasks is required. Ability to crouch to floor level when required. |
| Kneeling | | I | Kneeling can be required whilst carrying out tasks. |
| Reaching & stretching | | F | Reaching and stretching is required in carrying out tasks, and in the movement of objects within the facility. |
| Twisting | | F | Twisting may be required in carrying out tasks. The ability to reach in all directions and to twist at the waist is required. |
| Grasping/ Finger Movement | | F | Grasping and fine finger movement is required to hold objects. The ability to do repetitive motions with hands, wrists and fingers is required. |
| Handling and Feeling | | C | Finger dexterity and hand-eye coordination, along with full hand and wrist movement is required. The ability to distinguish the features of objects by touch, particularly with the fingertips is required. |
| Talking & Communicating | | C | Talking and communicating is required to carry out tasks. An excellent understanding of the English language and the ability to communicate effectively is required. |
| Hearing | | C | Hearing and the ability to interpret what is being heard is required to carry out tasks. Ability to maintain hearing acuity, with correction, if required. |
| Vision | | C | Vision and ability to recognise objects to determine depth perception, to discriminate between colours and read documents is required to carry out tasks. Ability to maintain 20/40 vision using correction, if required. |
| Smelling | | F | Ability to distinguish odours and identify hazards is required when carrying out tasks. |
| Repetitive Motions | | I | Repetitive motions of the wrists, hands or fingers are required when carrying out tasks. |

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| TRAINING ANALYSIS | | Name: | | | | |
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| SKILLS & COMPETENCIES | Date: | | | | | |
| Skills -all staff (as relevant to role) | | | | | | |
| 1. Good communication skills | | | | | | |
| 2. Resident-centred care / services | | | | | | |
| 3. Complaint handling using 6 step method | | | | | | |
| 4. Works well within the team | | | | | | |
| 5. Decision making | | | | | | |
| 6. Problem solving | | | | | | |
| 7. Time management | | | | | | |
| 8. Safe work practices | | | | | | |
| 9. Incident reporting | | | | | | |
| 10. Meets legal documentation requirements | | | | | | |
| 11. Record management | | | | | | |
| 12. Stock control | | | | | | |
| 13. Use of the telephone system | | | | | | |
| 14. Computer literacy | | | | | | |
| 15. Participates in improvement activities | | | | | | |
| Mandatory annual competencies | | | | | | |
| 1. Fire and emergencies | | | | | | |
| 2. Firefighting equipment | | | | | | |
| 3. Elder Abuse | | | | | | |
| 4. Restrictive practices | | | | | | |
| 5. Reportable Incidents & SIRS | | | | | | |
| 6. Workplace Bullying | | | | | | |
| 7. Hand hygiene and the 5 moments | | | | | | |
| 8. Personal Protective Equipment | | | | | | |
| 9. Outbreak Management | | | | | | |
| 10. Manual handling | | | | | | |
| 11. CPR (nursing staff) | | | | | | |
| 12. Choking (nursing & care staff) | | | | | | |
| 13. Medication administration (if applicable) | | | | | | |
| Competencies - specific to role | | | | | | |
| 1. Safe chemical handling | | | | | | |
| 2. Spills management | | | | | | |
| 3. Safe handling of clean and soiled linen | | | | | | |
| 4. Compression bandages & stockings | | | | | | |
| 5. Assist with ADLs - meals and drinks | | | | | | |
| 6. Assist with ADLs - skin and hair | | | | | | |
| 7. Assist with ADLs – oral and dental | | | | | | |
| 8. Assist with ADLs – sensory aids | | | | | | |
| 9. Assist with ADLs – nail care | | | | | | |
| 10. Bed making – occupied | | | | | | |
| 11. Bed making – unoccupied | | | | | | |
| 12. Behaviour management | | | | | | |
| 13. Continence aids | | | | | | |
| 14. Diabetes – BGL | | | | | | |
| 15. Diabetes - high/low BGL | | | | | | |
| 16. Falls prevention and falls management | | | | | | |
| 17. Health Monitoring – vital signs | | | | | | |
| 18. Health Monitoring –oximetry | | | | | | |
| 19. Health Monitoring – weight | | | | | | |

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| SKILLS & COMPETENCIES | Date: | | | | | |
| 20. Ostomy and Stoma Care | | | | | | |
| 21. Oxygen – care of resident | | | | | | |
| 22. Pain management – hot and cold packs | | | | | | |
| 23. Sleep and Rest | | | | | | |
| 24. Urinalysis | | | | | | |
| 25. Urinary drainage system care | | | | | | |
| 26. Condom drainage system care | | | | | | |
| Manager initial | | | | | | |
| Staff Member initial | | | | | | |

Key for skills: 1 = Requires education 2 = Requires coaching 3 = Independent 4 = Able to educate others
Key for competencies: C = Competency NYC = Not Yet Competent NC = Not completed

I(Please Print) have read and understand the Position Description requirements including the Physical Demands and agree that I have the capacity to do this position. I agree to follow the requirements set out in the position description and understand that the information provided is a general outline and may not include every aspect of the position.

Signature: _____

Date: _____