



# Position Description

## POSITION DETAILS

Position Title:	<b>Personal Care Assistant</b>
Reports To:	Co-CEO Clinical Care
Enterprise Agreement:	Woorayl Lodge Inc., ANMF and HSU Enterprise Agreement 2017
Classification Level/Grade:	PCW's & Support Staff - Wage Skill Group 6

## ABOUT US

Woorayl Lodge Inc. is a not-for-profit aged care facility nestled in the lush, rolling hills of South Gippsland, with pristine beaches nearby. Situated in Leongatha, Woorayl Lodge is conveniently located near many of the region's natural attractions, including Wilson's Promontory National Park, Agnes Falls, and Tarra-Bulga National Park. The surrounding area boasts charming cafes, restaurants, and wineries to delight all palates.

Founded in 1956 by the local Rotary Club, Woorayl Lodge opened on December 14, 1960 with just three permanent residents. Today, it has grown to 41 private rooms in the residential aged care section and 29 independent living units, yet remains a proudly community-owned and run facility with a voluntary Board of Management.

As Woorayl Lodge prepares to break ground on stage one of a new building that will add approximately 40 beds, its commitment to providing specialist residential aged care in small communities remains strong. Woorayl Lodge continues to build long-lasting relationships and thrive within its Gippsland community.

## MISSION, VISION AND VALUES

### Mission

Our mission is to provide services and an environment that **enables** residents to **live the life they choose**.

As a long standing Provider of Aged Care services in a small **community**, Woorayl Lodge understands and accepts the responsibility and the importance of treating each person as an **individual**.

Through open discussions, our team of professionals will listen and work with you to **personalise care and services** to meet your needs and choices, enabling you to “**live the life you choose**”.

At Woorayl Lodge, **we are inclusive** of all people. No matter your background, **you are welcome here**.

Woorayl Lodge is committed to providing a friendly environment that supports a lifestyle of wellbeing.

We recognise that to remain viable and to meet changing market demands in Aged Care, a new facility and expanded services need to be explored.

Woorayl Lodge is building a path to a new facility at Boags Road and is committed to keeping all stakeholders informed in a timely and transparent manner and we look to your feedback at all times.

**Woorayl Lodge is excited to enter a new phase and direction of providing a unique model of care to the Leongatha and South Gippsland communities.**

### **Vision**

“Live the Life You Choose”

### **Values**

Inclusive – Community – Understanding – Individuality – Wellbeing

## **POSITION OVERVIEW**

This Personal Care Assistant’s overall purpose within Woorayl Lodge is to work within a multidisciplinary team, practicing with and under the direction and supervision of the Registered Nurse (RN) and Enrolled Nurse (EN), in the provision of health and personal care in accordance with Woorayl Lodge's philosophy of care.

The principles of ‘best practice’ must be upheld at all times. In addition to participation and promotion of continuous improvement activities, this role is also integral in fostering and encouraging a learning culture where ongoing development, excellence in customer service, respect and safety are always prioritised.

Practice must always be in a manner consistent with:

- The vision, values, mission, policies and procedures of Woorayl Lodge.
- The Charter of Aged Care Rights
- The Employee Code of Conduct
- The Australian Privacy Principles (Cth)
- The Aged Care Act (Cth) and the Aged Care Quality Standards (Cth)
- The Occupational Health and Safety Act 2004 (Vic)
- The Drugs and Poisons Act (Vic)

## **KEY SELECTION CRITERIA**

### **Essential**

- Certificate III in Individual Support (Aged Care) or equivalent.
- Current First Aid Level 2 and CPR Certificate or willingness to obtain.
- Demonstrated strong commitment to excellence and quality in the provision of aged care services.
- Well-developed communication and problem-solving skills.
- Demonstrated ability to comply with accreditation/compliance as appropriate to level.

- Commitment to, and willingness to participate in, continuing training and education related to area of employment.
- Ability to work effectively, respectfully and collegially in team environment.
- Highly developed interpersonal skills and ability to work with residents of differing backgrounds whilst maintaining role and professional boundaries.
- Current satisfactory Police Check.

#### **Desirable/Highly Regarded**

- Experience in a residential aged care organisation or similar setting.
- Basic food handling certificate, dementia or OHS Training.

### **PROFESSIONAL RESPONSIBILITIES**

- Work within the scope of practice and professional boundaries.
- Recognise the need for, and actively participate in, continuing education and development.
- Where care delivery issues are unclear or beyond own abilities and qualifications, seek assistance and clarification.
- Comply with the roster and provide adequate notification of requests for leave.
- Complete mandatory competencies as specified in the “Mandatory Competency” policy.
- Comply with Privacy Legislation and Woorayl Lodge’s confidentiality statements when communicating information pertaining to residents, employees and the operations of Woorayl Lodge.

### **KEY RESULT AREAS, ACCOUNTABILITIES & PERFORMANCE MEASURES**

The following table outlines the Key Result Areas for this role and the specific accountabilities and performance measures which reflect the primary functions of the position and should not be interpreted as an exhaustive list of duties and activities.

<b>Key Result Areas</b>	<b>Accountabilities</b>	<b>Performance Measures</b>
<b>Residents</b>	<ul style="list-style-type: none"> <li>▪ Delivery of services meets Legislative requirements and any policy and administrative guidelines as set by the Commonwealth.</li> <li>▪ Be prompt and courteous when interacting with residents, families, and colleagues; this includes being responsive to call bells, etc.</li> <li>▪ Treat residents with dignity and respect and support them to maintain their identity, make informed choices about their care and live the life they choose.</li> <li>▪ At all times the privacy, dignity and resident right to confidentiality is maintained and respected. Be a role model in this regard e.g. knocking on doors before entering, not discussing residents in front of other residents/employees, maintaining confidentiality of resident details/information.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Positive resident feedback/ resident outcomes.</li> <li>▪ Timely resolution of resident complaints; especially as these relate to care.</li> <li>▪ Evidence of empathy for the needs of residents and ability to provide flexible care in accordance with residents needs and preferences.</li> <li>▪ Consistent achievement of resident care allocation on each shift.</li> <li>▪ Consistency and accuracy of clinical documentation e.g. ROD.</li> </ul>

Key Result Areas	Accountabilities	Performance Measures
	<ul style="list-style-type: none"> <li>▪ Provide personal care in a safe manner according to individualised care plans and directions of the RN/EN.</li> <li>▪ Quality personal care and services are provided e.g. residents are well-groomed, hair is clean, men are shaved, clothing is clean and appropriate, footwear is adequate, mouth care is provided, food and fluids are adequate, residents with incontinence are managed according to individual plans. Beds are made/freshened.</li> <li>▪ Support residents to meet daily living needs including nourishment, hydration, mobility, personal hygiene, treatments, activities and other support within the care plan and as Woorayl Lodge policies and procedures, in a manner that encourages the independence of residents.</li> <li>▪ In consultation with the RN/EN contribute to the assessment, planning, implementation and evaluation of resident care so individualised care is provided to residents.</li> <li>▪ Provide support and assistance to maintain a clean comfortable, safe, secure and homelike environment for the residents where the resident feels that they belong and are safe and comfortable.</li> <li>▪ Carry out work activities according to organisational procedures, duty statement and the care plan.</li> <li>▪ Residents' established routines, preferences and customs are encouraged and facilitated where possible.</li> <li>▪ Respond to situations of risk or potential risk to the residents.</li> <li>▪ Support the rights, interests and needs of the residents, whilst respecting the resident's right to freedom of choice, privacy and dignity.</li> <li>▪ Demonstrate an empathetic approach and positive attitude to residents.</li> <li>▪ Support the creation of a relaxing and comfortable dining service. All residents receive the nutrition and hydration that they require and residents who require assistance at meals receive the help that they need.</li> <li>▪ Report any changes in resident's conditions, uncharacteristic or inappropriate behaviour, and take appropriate action as required.</li> <li>▪ Respect residents' right to refuse care and treatment, document in progress notes.</li> <li>▪ Report immediately any situation of suspected elder abuse or a missing resident according to Woorayl Lodge policy and procedure.</li> <li>▪ Encourage and support residents to give feedback and make complaints.</li> <li>▪ Demonstrate excellence in customer service at all times.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Contribution to clinical care; improvement in clinical indicator trends e.g. reduction in skin tears, falls.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>▪ Contribute to a harmonious workplace and carry out duties in a cooperative and respectful manner that recognises the role of other team members in the delivery of a quality service.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Positive feedback from colleagues as internal customers.</li> </ul>

Key Result Areas	Accountabilities	Performance Measures
	<ul style="list-style-type: none"> <li>▪ Actively contribute to the establishment and maintenance of constructive relationships within the team.</li> <li>▪ Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others.</li> <li>▪ Regularly attend and participate in staff meetings and ensure meeting minutes, memorandums and information for employees are read and acted upon.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of day-to-day teamwork e.g. helping with other resident allocations.</li> </ul>
<b>Compliance / Continuous Improvement</b>	<ul style="list-style-type: none"> <li>▪ Comply with all Woorayl Lodge policies and procedures; be able to locate and refer to the relevant policy manuals. Demonstrate an understanding of the legal aspects of these policies and comply at all times (e.g. Aged Care Act, OH&amp;S Act, Privacy Act, Food Safety Act) in accordance with role.</li> <li>▪ Provide personal care services in accordance with the Aged Care Quality Standards</li> <li>▪ Administer medications safely in accordance with law (where assessed as competent to do so).</li> <li>▪ Report immediately any situation of suspected elder abuse or a missing resident according to Woorayl Lodge policies and procedures.</li> <li>▪ Identify areas for continuous improvement (CI) and document ideas via the completion of an improvement form.</li> <li>▪ Actively participate in quality improvement initiatives and audits designed to evaluate the quality of care and services as directed by the Registered Nurse or delegate.</li> <li>▪ Conduct quality audits as directed by the Registered Nurse or delegate.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Compliance with legal responsibilities including policies and procedures at all times.</li> <li>▪ Evidence of meeting outcomes of Aged Care Quality Standards as relevant to the position.</li> <li>▪ Evidence of continuous improvement in clinical care.</li> <li>▪ Evidence of accurate completion of improvement forms that reflect problem solving ability.</li> <li>▪ Contribution to the CI plan; achievement of clinical care goals.</li> <li>▪ Demonstration of own self-development/improvement through participation in professional development activities.</li> </ul>
<b>Documentation</b>	<ul style="list-style-type: none"> <li>▪ Observe residents' physical, emotional and behavioural condition. Verbally report any concerns to the RN or EN and write these observations in the progress notes as may be required.</li> <li>▪ Complete all charts/forms and documents in the relevant resident files by the end of each shift to meet Aged Care Standards and funding requirements. Ensure Resident of the day (ROD) requirements are met. Seek clarification from the RN or EN as may be required.</li> <li>▪ Document comments, compliments and complaints (on behalf of residents where appropriate) or own feedback and identify better ways of doing things through the quality management system.</li> <li>▪ Document to optimise funding as required via the Aged Care Funding Instrument (ACFI).</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of all required documentation is completed accurately and to timelines e.g. completion of all charts and forms in accordance with the quality management system.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>▪ Adhere to Health and Safety regulations, policies and procedures.</li> <li>▪ Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and residents.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ability to demonstrate competency in fire and emergency procedures, CPR, manual handling and relevant clinical areas eg hand hygiene.</li> </ul>

Key Result Areas	Accountabilities	Performance Measures
	<ul style="list-style-type: none"> <li>▪ Work in a safe manner at all times and participate in occupational health and safety activities e.g. conduct of workplace inspections, safe use of equipment, monitoring of the safety and cleanliness of equipment and the environment and act upon findings.</li> <li>▪ Demonstrate an understanding of own role and responsibility in the event of fire and/or other emergency including the ability to evacuate self and residents as appropriate.</li> <li>▪ Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturers' instructions and organisational guidelines, and report any breakdown or requirements to RN or EN.</li> <li>▪ Report, monitor and follow up all employees and resident incidents and accidents for safety and identify ways to minimise/eliminate risks, accurately complete accident/incident forms as may be required and report to RN or EN. Clarify details with RN or EN as may be required.</li> <li>▪ Comply with infection control requirements e.g. washing hands before and after attending residents, following standard precautions, complying with food safety regulations.</li> <li>▪ Participate in training and education sessions regarding health and safety.</li> <li>▪ Escalate issues which put other employees or residents at risk to the Registered Nurse and if there is no response or an unsatisfactory response to the issue that has been raised, it is understood that it can be will be escalated to the Co-CEO Clinical Care.</li> <li>▪ If the response is unsatisfactory or a response has not been received, it is understood that it can be escalated to the Australian Aged Care Quality and Safety Commission. It is understood that vexatious complaints can result in prosecution.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Contribution to workplace safety; minimise workplace injuries and the accurate reporting of employees' accidents and incidents.</li> <li>▪ Contribution to resident safety; improvement in resident accident and incident trends.</li> <li>▪ Accurate and timely completion of resident/employees/visitor incident form including any first aid/follow up actions.</li> <li>▪ Accurate and timely hazard alert reports and corrective actions.</li> </ul>

## PERFORMANCE REVIEW

The Personal Care Assistant's performance shall be evaluated by the Co-CEO Clinical Care or delegate at three months service, 5.5 month's service and at the conclusion of 12 months service and thereafter each subsequent 12 months, on termination of service and/or on request.

Woorayl Lodge's policy is that concerns over skill and performance of employees are addressed, wherever possible, through a performance review which is not related to the Disciplinary Procedure.

## EMPLOYEE POSITION DECLARATION

I have read and understand the Position Description and agree that I have the ability to fulfil this position. I understand that the information provided in this Position Description is a general outline and may not encompass every aspect of the position.

**Signature\*:** \_\_\_\_\_

**Print name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

*\*If completing electronically, typing your name is acceptable.*