

Position Description – Personal Care Worker (Cert III)

Core Detail

Title	Personal Care Worker (Cert III)
Objective	Undertake personal care activities as per individual resident care plans to promote a safe and comfortable environment for all residents.
Role	To assist the Team Leader in the provision of personal care in accordance with the competencies attributable to the position.

Position Parameters

Employment	Full time, permanent part-time, casual
Reporting to	Team Leader
Modern Award	Aged Care Award 2010
Award Classification	Personal Care Worker Grade 3 (Aged Care employee – level 4)
Location	TriCare Aged Care Residence

Detailed Description of the Position

Core Skills	<ul style="list-style-type: none"> • Aware of the location of the Aged Care Accreditation Standards and the Charter of Residents' Rights in the aged care residence and demonstrates understanding of these documents in their day-to-day work practices. • Complete delegated personal care activities as per Nursing Care Plan, with minimal supervision as per resident care plans. • Use the Care Plans/Activities Daily Living Summary documents in day-to-day work practices. • Consistently demonstrate respect for Residents' Rights. • Respect the residents' privacy and dignity at all times. • Encourage the residents to make choices where appropriate. • Promptly report any changes in a resident's clinical condition to the Team Leader. • Treat each resident as an individual.
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	<ul style="list-style-type: none"> • Promptly report residents' missing and/or broken belongings. • Maintain confidentiality and privacy in respect to resident information. • Contribute to a safe and comfortable environment for residents.
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Quality Measures	<ul style="list-style-type: none"> • Demonstrate knowledge of Quality Policy Manual's location and know how to access information in the manual. • Demonstrate understanding of the principle "Do it right the first time, every time". • Understand and follow guidelines as written in the Employee Handbook. • Demonstrate commitment to continuous quality improvement in areas of work.
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Team Work	<ul style="list-style-type: none"> • Abide by the Aged Care Division Code of Conduct and established principles . • Able to show the assessor where the Continuous Quality Improvement Framework is kept in the aged care residence. • Demonstrate knowledge of, and agree to work within, the Work Improvement Team process. • Aware of the clear reporting structure within the Facility and demonstrate knowledge of lines of communication for reporting or discussion of concerns. • Demonstrate where emergency equipment is located and possess knowledge in emergency procedures. • Work cooperatively and courteously with other team members and other teams. • Ask for help and accepts guidance. • Speak and acts courteously. • Practice punctuality, i.e. attends work and returns from breaks on time. • Take an active part in team meetings. • Perform the duties and responsibilities that TriCare assigns to the employee. TriCare may vary these duties and responsibilities at any time. • Work in any area within the Aged Care Residence as directed.
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Core Competencies

- Capable of prioritising work within established policies, guidelines and procedures.
- Responsible for work performed with a limited level of accountability or discretion.
- Work under limited supervision, either individually or in a team.
- Possess sound communication skills.

Skills and Knowledge

Essential:

- Empathy for, and desire to work with, the Aged.
- Basic literacy and numeracy skills.
- Ability to work cooperatively in a team.
- Good verbal communication skills.

Desirable:

- Demonstrated positive interactions with aged persons.
- Interest in ongoing personal and professional development.

Personal/Other Attributes

- Self motivated person.
- Team player.
- Willingly acts as an advocate for residents and other team members.
- Displays a high level of initiative.
- Flexible approach to working hours.
- Ability to work under pressure.
- Ability to work unsupervised where necessary.
- Acts enthusiastically about improving service levels.
- Exhibits a caring nature.
- Committed to quality outcomes.

Experience

Essential:

- Intermediate literacy and numeracy skills.
- Police Check Clearance.
- Certificate III in Aged Care or Individual Support.

Desirable:

- Experience in working in the Aged Care and/or any other service industry.
- Experience in working all shifts.

Work Health and Safety

The incumbent has the responsibility to comply with and meet all obligations contained in:

- a) Work Health and Safety (WHS) legislation;
- b) Related WHS responsibilities; and
- c) TriCare's Risk Management (RM) standards.

Performance Measures

Annual Quality Performance Improvement Review.