

Employment

# Position Description

<b>Position:</b>	Personal Care Worker
<b>Award:</b>	Lyndoch Living (Health and Allied Services, Managers and Administrative Officers) Enterprise Agreement 2016-2020
<b>Classification:</b>	As per EBA
<b>Status:</b>	As per Contract of Employment
<b>Qualifications:</b>	Certificate III in Aged Care/Home and Community Care or equivalent

## Position Objective(s)

Personal Care Workers (PCW) are an integral part of the care team who provide in-home support, in order to maintain the well-being and independence of clients in their own home.

PCWs practice community client care in accordance with the organisation's mission and values. PCWs apply knowledge and skill commensurate with their level of training and experience so that "best practice" in care is fostered and maintained.

## Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.

## The Lyndoch Way

To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, "nine pillars" have been identified.

### **One Team**

We value and recognise individuality as a vital part of developing a unified voice.

### **Pride**

We support pride and passion in our work and in doing so, we attract others who share our values.

### **Welcoming Workplace**

We encourage warm, friendly and respectful interactions across all aspects of our service.

### **Yes Culture**

We always start with 'yes' in every deliberation.

### **Customer Service**

We ensure that customers feel engaged and valued in every interaction.

### **Innovation**

We will enhance our services and exceed customers' expectations, by embracing innovation and fresh ideas.

### **Fun and Enjoyment**

We recognise that fun and enjoyment are critical to success.

### **Social Purpose**

Through the social conscience of our staff and consumers we actively engage with causes that impact our local community

### **Safety**

We actively promote safety through the provision of innovative and high quality training, monitoring of risk, and compliance with OHS regulations

## Key Responsibilities and Duties

- Incorporates a holistic approach to client care.
- Deliver appropriate care in response to physical, emotional and social needs as assessed by client care team:
  - **Personal Care** – Showering, continence support, medication supervision toileting
  - **Social Support** – Respite, shopping, outings, companionship
  - **Domestic Duties** – vacuuming, sweeping, mopping, bathroom cleaning, linen changing, laundering.
- Organizes practice as per the nursing service model of care and within the scope of practice for a Personal Care Worker.
- Communicates care through effective verbal, written and computer skills in a clear, concise and objective manner.
- Actively contributes to achieving community client focused care.
- Values the expertise of all members of the team in achieving quality consumer/client outcomes.
- Communicates effectively with carers and other members of the team
- Maintains confidentiality at all times.
- Recognises own ability and level of professional competence.
- Ensures practice is in accordance with legislation and common law affecting practice.
- Is familiar with emergency procedures and the Occupational Health & Safety requirements within the organisation.
- Has an understanding of Commonwealth directed Mandatory Reporting requirements.

## Organisational Relationships

<b>Reports to:</b>	Relevant Director and Department Head
<b>Supervises:</b>	Nil
<b>Internal Contacts:</b>	All Lyndoch staff, consumers, clients, families
<b>External Contacts:</b>	Members of the Public, Contractors, Suppliers

## Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- Demonstrated knowledge and experience in the provision of care associated with daily living activities in order to meet the needs of clients.
- Demonstrated knowledge and experience in residential or community aged care.
- Understanding of the Continuous Quality Improvement process and Accreditation.
- Demonstrates a positive attitude to the agreed role and responsibility of the position.
- Commitment to a high standard of service for the elderly and/or disabled.
- Demonstrated commitment to a strong customer focus.
- Access too, and ability to use electronic devices and email.
- Drivers licence required and due to the nature of the role access to your own vehicle is essential

## Management Skills

The following management skills are required to be utilised:

- Ability to prioritise and complete tasks to an agreed time frame.
- Ability to ensure an efficient and effective utilisation of resources.

## Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Excellent communication and interpersonal skills including demonstrated experience in liaising with consumers, clients, stakeholders, families, colleagues and the wider community.
- Ability to appreciate and utilise knowledge and skills offered by colleagues and Supervisors.
- Demonstrated understanding of Lyndoch organisational structure and established communication protocols.
- Fosters and maintains effective communication between health professionals and peers to promote and provide a holistic approach to care that focuses on individual rights and the needs of consumers.
- Ability to build relationships that facilitate interdisciplinary cooperation and respect.

## General

- Conduct work in line with all relevant OH&S legislation and in accordance with organisational policies and procedures.
- Participate in quality activities within the work area to improve the efficiency of the Department.
- Participate in relevant training to ensure continued professional development for the betterment of the organisation.
- There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee's skills and abilities.

## Agreement

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

Name (Please print)	
Signature	Date

Authorised by: Katie Wright, Chief Financial Officer

Date: September 2019

## Appendix 1

# General Conditions of Employment

### **Terms and Conditions of Employment**

The conditions of employment are in accordance with the relevant Award and Agreement to which you are employed under. Copies of Awards and Agreements are available from the Human Resources Department.

### **Performance Review**

In order to assist your development in your role, your manager and you will annual review your personal effectiveness in your role.

The performance review is a formal means of receiving feedback on your performance and of discussing training, development and career opportunities.

### **Probationary Period**

This position is subject to a six (6) month probationary period during which time mutual suitability will be determined. During the probationary period either party may terminate the employment by giving two weeks' notice in writing.

At the expiration of the probationary period, should the appointment be confirmed, the terms of the Position Description and these Conditions of Employment will continue to apply to your employment.

### **Termination**

Employment may be terminated in accordance with the provisions of the relevant Agreement.

### **Policy and Procedures of the Employer**

The Employer directs you to abide by the policies and procedures of the Employer as varied from time to time.

### **Apparel and Equipment**

You are required to use/wear safety equipment and apparel provided to you by the Employer and to abide by all the Employer's safety rules and regulations.

### **Notification of Prior Injury**

Under the Accident Compensation Act 1985, the Employer requires you to disclose all pre-existing injuries and diseases which you foresee could be affected by the nature of your employment. Failure to do so may render you ineligible for Workers' Compensation in some circumstances. You are required to complete and return the Pre-injury Declaration Form as attached.

## Appendix 2

# Pre-existing Injury Declaration Form

**Please complete and return with your Application for Employment**

In accordance with s.82(7)-(9) of the *Accident Compensation Act* 1985 (Vic) ("the Act"), you are required to disclose any or all pre-existing injuries, illness or disease (pre-existing conditions) suffered by you which could be accelerated, exacerbated, aggravated or caused to recur or deteriorate by your performing the responsibilities associated with the employment for which you are applying with Lyndoch Living Inc ("the employment")

In making this disclosure, please refer to the attached position description, which includes a list of responsibilities and physical demands associated with the employment.

Where you have a pre-existing condition, consideration will be given to reasonable modification to the environment or tasks if at all possible or practicable.

Please note that, if you fail to disclose this information or you provide false and misleading information in relation to this issue under s.82(8) and s.82(9) of the Act you and your dependents may not be entitled to any form of workers compensation as a result of the recurrence, aggravation, acceleration, exacerbation or deterioration of a pre-existing condition arising out of, in the course of, or due to the nature of your employment.

Please note that the giving of false information in relation to your application for employment with Lyndoch Living Inc may constitute grounds for disciplinary action including termination of your contract.

## Employee Declaration

I \_\_\_\_\_ (print name) declare that:

I have read and understood this form, position description and have discussed the employment with Lyndoch Living Inc. I understand the responsibilities and physical demands of the employment.

I acknowledge that I am required to disclose all pre-existing conditions which I believe may be affected by me undertaking the employment.

I acknowledge that failure to disclose the information or providing false and misleading information may result in invoking section 82(7)-(9) of the *Accident Compensation Act* 1985 (Vic) which may disentitle me or my dependents from receiving any workers compensation or any pre-existing condition which I may have arising out of, in the course of, the employment.

Please delete whichever of the following statement is **NOT** applicable

I have suffered no prior injuries that may recur or deteriorate, accelerate or be exacerbated or aggravated by the employment.

**OR**

I have suffered the following conditions that may recur or deteriorate, accelerate or be exacerbated or aggravated by the employment.

**Please list details for all pre-existing conditions**

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I acknowledge and declare that the information provided in this form is true and correct in every particular.

\_\_\_\_\_  
Applicants Signature

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Print name of Applicant

\_\_\_\_\_  
Print name of Witness

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**Office Use Only**

**Additional Comment/ Requisite Modifications**  
(To be completed by Senior Manager/ CEO)

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