

## Employment

# Position Description

<b>Position:</b>	Personal Care Worker – Home Care & Wellness Programs
<b>Award:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
<b>Classification:</b>	As per Enterprise Agreement
<b>Status:</b>	As per Contract of Employment
<b>Qualifications:</b>	Certificate III in Individual Support, Aged Care, Home and Community Care or equivalent.  Formal qualification (or working towards) in Lifestyle or Allied Health would be highly regarded.  Current and valid Victorian driver's licence

## Position Objective(s)

The Personal Care Worker (PCW) is an integral part of the respite team. With support and guidance from the Respite and Lifestyle Coordinators, the PCW delivers all aspects of respite care to consumers who live in the community and access Lyndoch's respite options.

Consumer care is modelled on the wellness and reablement principles. The PCW supports consumers with their identified goals and wellbeing in conjunction with their carer's flexible or planned respite needs as per the Commonwealth Home Support Program (CHSP) Guidelines.

## 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

- To support and maintain care relationships between carers and consumers, through providing good quality respite care for frail older people.
- To provide respite options to consumers and carers in the community or in their own homes.
- To assist in maintaining a safe and relaxed environment that encourages socialisation and community connection. Work independently and collaboratively while providing quality consumer care, make appropriate decisions about consumers care and support needs.
- Assist with transporting and supporting consumers on planned outings.
- Implement appropriate care in response to physical, emotional and social needs.
- Accurately assesses the consumer's individual needs and expectation of the respite program. To be involved in the development and implementation of the consumer's goal orientated care plan and reviews in conjunction with Respite Coordinators.
- To be directly involved in planning, supervising and implementing individual and/or group activity programs. Include all aspects of individual personal care needs and activity choices as per consumers care plans.
- Communicate the consumers and their carers needs through effective verbal, written and computer skills in a clear, concise and objective manner.

- Recording appropriate data and records. Complete documentation requirements in accordance with the Respite Department and Lyndoch's policy and procedures.
- To encourage consumers to maintain their optimum level of independence in activities of everyday living by following the Commonwealth Home Support Program (CHSP) wellness and reablement principles.
- Distribute consumer's medication consistent with best practice.
- Ability to work independently in the CHSP Overnight Respite Program to ensure a high quality respite experience.
- Value the expertise of all members of the team in achieving quality consumer outcomes.
- Communicates effectively with other members of the team, attend and contribute to respite team meetings.
- Maintains consumer confidentiality at all times.
- Recognises own ability and level of professional competence.
- Ensures practice is in accordance with legislation and common law affecting practice.
- Ability to apply appropriate emergency procedures and the Occupational Health & Safety requirements in both the onsite and community setting.
- Other duties as required within scope of practice.

## Organisational Relationships

<b>Reports to:</b>	Manager - Home Support and Wellness Programs
<b>Supervises:</b>	Nil
<b>Internal Contacts:</b>	All Lyndoch staff and Consumers.
<b>External Contacts:</b>	Members of the Public, Families and Carers, Contractors and Suppliers.

## Specialist Knowledge and Skills

The following knowledge and skills are required to be utilized:

- Demonstrated knowledge and experience in the provision of care associated with daily living activities in order to meet the needs of consumers.
- Demonstrated knowledge and experience in Aged and Community 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.
- Has an understanding of Commonwealth directed Mandatory Reporting requirements.

## Management Skills

The following management skills are required to be utilised:

- Ability to prioritise and complete tasks to an agreed period.

- 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, carers, colleagues and the wider community.
- Ability to appreciate and utilise knowledge and skills offered by colleagues and Supervisors.
- Demonstrated understanding of Lyndoch's 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 and carers
- 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: Director of Nursing

Date: March 2021