

Employment

# Position Description

<b>Position:</b>	Personal Care Worker - Living At Home Program
<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 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.
- Organises 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>	Business Supervisor - Living At Home Program
<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: Director of Nursing

Date: March 2021