

What you do matters.



Personal Care Worker

Position Description



EMPLOYMENT TYPE	Full Time Part Time Casual Fixed Term
CONDITIONS	Permanent Casual Temporary
TEAM	Residential Services
REPORTING RELATIONSHIPS	Reports to: Residential Manager through the Clinical Care Coordinator/Clinical Services Manager Direct Reports: Nil

Our Vision

A positive, fulfilling experience of ageing where everyone has the opportunity to live their best life.

Organisational Context

Benetas is a leading not-for-profit organisation with a mission to provide older Victorians, their families and carers with high quality services and environments that respects their independence and individuality throughout their aged care journey. To reflect our Anglican heritage and commitment to social justice, we contribute a social dividend which sees any profit reinvested into growing and expanding services and initiatives, including our dedicated research and advocacy agenda, which provides broader benefits to people within our communities.

Benetas is committed to providing a safe and healthy work environment with a focus on the wellbeing of our employees and clients. With our positive and inclusive culture you will feel supported to be the best you can be in your career. Benetas is a recognised leader in Gender Equality, having been awarded an Employer of Choice citation by the Workplace Gender Equality Agency for 15 years in a row.

With an ambitious Next Generation Strategy, Benetas is focused on delivering our four strategic outcomes, which include integrated and exceptional customer experience, communities of choice, a great place to work and volunteer and a high performing organisation.

Role Purpose

As a Personal Care Worker you will support residents to live their best life and achieve their personal goals. You will do this by ensuring the resident is at the centre of decision making about their life. You will use your judgement and knowledge of the client, their families and loved ones to determine their social and community needs, while being overseen by clinical specialists to ensure the best clinical care is provided. One Primary Carer will be assigned to an apartment, with Personal Care Workers providing assistance. Primary Carers will also assist with medications within their scope of practice.

Position Specific Responsibilities

Key Result Areas	Key Tasks/Behaviours	Success Indicators
Client Centred-Care and Experience	<ul style="list-style-type: none"> • Provide dedicated care to a group of residents within a wing, section or apartment <ul style="list-style-type: none"> ○ Provide backfill for the other apartment team members for annual, study and personal leave ○ Work with the other team members in section to provide full roster coverage between the team • Assist residents with all daily activities according to their needs and choices and the care plan developed by the Clinical Nurse Consultant <ul style="list-style-type: none"> ○ Safe mobility and transfers per OH&S protocols ○ Support for comfortable and appropriate positioning ○ Grooming and hygiene needs, including skin and hair care, nail care, and dental and oral care ○ Hydration and nutrition needs and choices ○ Emotional support • Administer pre-packed oral medications per medication orders and under the direction of the Clinical Nurse Consultant 	<p>Positive resident experience measured by feedback and increase in complements</p> <p>Increased resident satisfaction and reduced complaints</p>
OH&S and Compliance	<ul style="list-style-type: none"> • Observe for and report any changes in resident condition immediately to the Registered Nurse on shift • Document appropriately, including all required charting and progress notes and assessments as requested by the CNC • Regularly monitor residents to ensure safety and security • Promptly respond to calls and alerts to prevent unnecessary resident anxiety, incidents such as falls, and injuries • Undertake appropriate support measures to prevent pressure injuries for residents at risk including: <ul style="list-style-type: none"> ○ Regular change in position ○ Regular skin checks for redness, excoriation etc. ○ Comfort measure including hygiene practices, gentle massage and emollient application • Document any risks, hazards, incidents or near misses promptly in the RiskMan system for follow up • Participate in the site's Quality Improvement program and support quality initiatives in response to this 	<p>Care is safe, effective, consistent and responsive to the changing needs of the residents</p> <p>Enhanced safety and wellbeing in the residential home</p>

Lifestyle and Community Engagement	<ul style="list-style-type: none"> • Plan and support residents with social and lifestyle activities within the apartment • Support residents to attend community activities of their choice • Encourage and engage the residents to participate in meaningful and useful activities to the extent they wish and are capable • Assist with the dining experience; set tables, assist with meal service and clear up • Keep the apartment clean and tidy, including living areas and storage spaces 	Residents achieving their goals and positive outcomes
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Selection Criteria

Qualifications	
<ul style="list-style-type: none"> • Minimum Certificate III in Individual Support or equivalent for a certified Personal Care Worker is desirable 	
Skills and Knowledge	Interpersonal Attributes
<ul style="list-style-type: none"> • Shows sound judgement and knows when to escalate issues to clinicians • Observes, documents and reports changes in resident wellbeing and care Environment • Confident uses of technology to input, read and extract resident and corporate information • Works well in a team environment • Able to coordinate the choices and preferences of residents within the apartment, including preferred day to day activities and social life • Assists with medication safely within designated scope • Delivers domestic care including personal care, simple cleaning, room tidying, linen service and food preparation • Understands Benetas' person-centred approach • Responsible for a clean, warm, tidy and comfortable living environment within the apartment • Understands infection control and safe food handling procedures • Understands responsibilities and obligations under aged care and safety regulations. 	<ul style="list-style-type: none"> • Takes responsibility for and prioritises own work • Creates genuine connections and can empathise with clients, families and team members • Shows positive, courteous and client-focused behaviour • Is comfortable working semi-autonomously • Shows a keenness to learn new information and take on new challenges •

Core Behaviours Applicable To All Employees

Key Result Areas	Key Tasks/ Behaviours
Living our values in the way we behave and interact with others	<p>Respect - Takes time to understand and value each person and respects their choices</p> <p>Community - Builds strong relationships amongst stakeholders by working together in an open, involving way</p> <p>Spirit - Builds a positive energetic culture dedicated to creating fulfilling life experiences for older people</p> <p>Responsibility - Acts with integrity toward our clients, their families and carers and the broader community</p>
Leadership and Team	<ul style="list-style-type: none"> Leads by example Maintains a positive approach that promotes confidence in those around them Is open to feedback Achieves agreed work goals Builds and maintains effective relationships with clients, families and colleagues and operates in line with the Customer Experience Vision and Principles
Health, Safety and Environment	<ul style="list-style-type: none"> Displays responsibility for self, team and environment Demonstrates positive approach to own safety and safety of others Achieves agreed work goals relevant to health, safety and environment
Continuous Improvement: Quality and Sustainability	<ul style="list-style-type: none"> Responds to the needs of customers and the changing environment in which our services operates Understands and delivers responsibilities in line with the Risk, Quality and Clinical Governance Frameworks Takes initiative in making improvements to work processes Actively seeks new ideas and improvement Demonstrate evidence of continual improvement activities Strives for best practice Embraces and adapts to change
Professional and Personal Development	<ul style="list-style-type: none"> Takes responsibility for driving own professional development, expertise and personal development Completes all relevant on and off-the-job learning experiences

Evidence of the Right to Work in Australia

All Benetas employees must provide evidence of their valid working rights. Appropriate evidence includes an Australian/ New Zealand birth certificate or passport, Citizenship certificate, Permanent residency certificate or an International passport with evidence of a valid working visa. All visas are subject to a Visa Entitlement Verification Online (VEVO) check.

Worker Screening Checks

As per Federal Government Legislation, all Benetas employees working at Residential Aged Care homes and risk assessed roles in Support Office are required to undertake a National Disability Insurance Scheme (NDIS) Worker Screening Check in place of the Police Check requirements.

Influenza Vaccination

All Benetas roles are subject to obtaining and maintaining annual influenza vaccinations. Evidence must be provided as a condition of employment.

Code of Conduct

All Benetas employees are required to read, be familiar with and act in accordance with the requirements of the Benetas Code of Conduct and any other legislated Code of Conduct as may apply to Benetas its employees.

Task Analysis

Personal Care Worker (PCW)- Residential



DESCRIPTION

Benetas is a not for profit organisation, providing residential and in home care to ageing clients across Victoria.

At Benetas the Personal Care Worker is the primary Carer of our residents. Our PCW's attend to the physical and emotional wellbeing of the residents within our care.

Each facility has a unique mix of high and low care residents.

Generally, low care residents will require minimal assistance with personal care and mobility. The care can be as minimal as prompting or supervising activities. High care residents may require complete care including full assistance with bathing, mobility and feeding.

Resident care plans determine the level of care our resident requires and the number of team members required to attend to the resident needs. Residents are regularly reviewed by physiotherapists to assess mobility.

TASKS

A wide range of tasks are performed on each shift. Shift times and duration vary between facilities. Duties include:

Resident transfers

- Rolling residents on their bed
- Move up and down bed using a slide sheet (two team members)
- Transfer from a bed to a chair (with or without hoist assistance)
- Lifting hoist/ standing hoist

Preparation of medications (if qualified)

- Prepare medications
- Administer oral medications
- Push medical trolley (except St Pauls Court and Corowa Court)

Transporting Residents

- Pushing wheelchairs
- Pushing tub (princess) chairs
- Supported walking

Showering

- Sit/ stand resident from commode chair (may need to use hoist also)
- Push Commode Chair
- Wash residents, using handheld shower

Toileting

- Sit/ stand resident from commode chair (may need to use hoist also)
- Push Commode Chair

Meals

- Deliver food to resident
- Prepare drinks /food
- Manually assist resident with a meal (not all residents)
- Clear tables

Changing Clothes

- Reposition resident to allow for removal of clothes/ re-dressing (see resident transfers)
- Change clothes
- Fit TED Stockings

Laundry Collection

- Fill laundry bags
- Push laundry bins
- Dispose of laundry bags- to large linen skips

Make Beds

- Neaten bed
- Change sheets

WORK ROTATION

Most tasks are not performed for long periods of time, rather as needed, allowing for natural job rotation.

ENVIRONMENT

Most buildings are one level. The multi-story sites have stairwell and lift access. All buildings are considerate to the needs of the mobility impaired persons.

EQUIPMENT

Benetas has a large range of equipment including:

- trolleys to assist with lifting and food service
- mobility equipment designed to aid in resident movement, including standing and lifting hoists, slide sheets, shower chairs/ baths.

NO LIFT

Benetas has a Policy of no-lift. Our team members are not required to lift or carry residents. The equipment listed above is provided for this task.

When lifting or carrying objects, a 10kg weight limit applies.

PHYSICAL DEMANDS

	Continuous 100%-67%	Frequent 66%-34%	Occasional 33%-1%
Squat/crouch			✓
Bending		✓	
kneeling			✓
Climbing			NIL
Standing	✓		
Walking	✓		
Sitting			✓
High force			✓
Push pull			✓
Reach forward		✓	
Reach Overhead			✓