

# Position Description

## POSITION DETAILS

Position Title	Personal Care Assistant (PCA) – Grade 2 (Cert III qualified)
Functional Unit	Residential Services
Nominated Supervisor	Registered Nurse
Relevant EBA/Award	Catholic Homes (Victoria) – Residential Services Enterprise Agreement 2013 - 2017
Classification Level	Wage Skill Group Level 6
Date of Review	1 January 2020

## VILLA MARIA CATHOLIC HOMES

Here at VMCH, our services are as diverse as the people we support.

Our values underpin the work we do. As a Catholic not for profit organisation, compassion, respect and inclusion aren't just words to us, they guide us in everything we do.

While we've been around for over a century, we're always moving forward. Always staying true to who we are by supporting people and families to live their best lives; providing a place to call home and spaces to learn and grow.

Our professional, compassionate and highly skilled staff are with you on your life journey; helping you with a wide range of support from specialist education, disability services, affordable homes, retirement living, at-home aged care and residential aged care.

## OUR VALUES

- **Respect:** We recognise and respect the dignity and uniqueness of each person.
- **Compassion:** We truly care and are always open to the needs of others.
- **Integrity:** We are honest and transparent in all our dealings and accountable for all our actions.
- **Collaboration and partnerships:** We empower people, realise potential and maximise the outcomes from our work.
- **Inclusion:** We are welcoming, inclusive and responsive in our hospitality and services.
- **Stewardship:** We value the resources for which we are responsible, and commit to their effective and efficient use, to achieve our Mission.

## POSITION PURPOSE

The Personal Care Assistant is responsible for providing quality personal care to residents and their representatives in accordance with VMCH vision, mission, values and continuous improvement systems.

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## POSITION RESPONSIBILITIES

The Personal Care Assistant is responsible for providing quality personal care to residents and their representatives in accordance with VMCH vision, mission, values and continuous improvement systems.

### Your role

#### Provision of Care

- Demonstrate the ability and commitment to deliver consistently high standards of care to meet individual resident's needs;
- Provide support and care in all Activities of Daily Life (ADL) requirements according to the care plan, the resident's preferences and strengths, and organisation policies, procedures and guidelines;
- Provide support according to duty of care and dignity of risk requirements;
- Consider the resident's individual needs, stage of life, development and strengths when engaging in support activities;
- Conduct interpersonal exchanges in a manner that promotes empowerment and develops and maintains trust and goodwill;
- Apply person-centred care approaches to all interactions with people living with dementia;
- Use verbal and non-verbal communication strategies to maximise engagement of the person with dementia;
- Support and assist the resident to maintain a safe and healthy environment;
- Identify behaviours of concern and potential triggers;
- Safely prepare for each task and adjust any equipment, aids and appliances;
- Recognise and report possible indicators of abuse or neglect and report according to organisation procedures;
- Provide carers and families with information about provision of care;
- Complete written and electronic workplace documents to organisation standards;
- Perform other duties within the scope of practice and as required by the nominated supervisor, consistent with the broad emphasis of the position.

#### Quality, Continuous Improvement and Risk

- Actively participate in the operation of the organisation's quality system particularly in relation to the implementation of Aged Care Accreditation Standards to enhance resident choice and quality of living; occupational health and safety and compliance matters as they relate to the care needs of each resident;
- Demonstrate ability to complete accurate documentation that reflects care given in line with standards and organisational policies and procedures;
- Refer any breach or non-adherence to standard procedures or adverse event to appropriate people.

#### Professional Practice

- Actively work to promote the organisation and colleagues in a positive manner at all times, both internally and externally;
- Work as part of a team and demonstrate awareness of the role of other team members;
- Work cooperatively with other team members for the efficient care and wellbeing of all residents;
- Manage resources in a responsible, effective and cost efficient manner this includes stock control, following maintenance schedules, use of equipment;
- Be responsive, prompt and courteous when interacting with residents, families and colleagues and responding to the needs of residents/customers;

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- Manage time effectively; including prioritising daily tasks according to workflow, and working flexibly to take account of resident's needs;
- Promote and develop effective communication skills with management through attending relevant site and organisational meetings;
- Commitment to work in line with Villa Maria Catholic Homes Values, policies and procedures, such as Code of Conduct, and relevant Bullying and Harassment policies and procedures;
- Participate in the initial and annual/ongoing performance appraisal, and on other occasions as required either formally or informally, to discuss ongoing work performance, set new work objectives and identify any personal learning requirements;
- Maintain knowledge and skills relevant to the position through participation in the staff development programme. This includes attending mandatory training (i.e. Organisational Orientation, Food Safety, and Occupational Health & Safety).

## KEY SELECTION CRITERIA

### Essential

1. Certificate III in Aged Care, Certificate III in Individual Support (Ageing Specialisation), or equivalent;
2. Demonstrated interpersonal skills including the ability to communicate effectively and compassionately with residents, families, employees and volunteers; patience; common sense and a strong ethos of client service;
3. Demonstrated ability to relate and converse with older people and to have an understanding of, and sensitivity to, the issues related to services to older people;
4. Demonstrated commitment to cultural diversity, equal employment opportunity and workplace health and safety appropriate to the level of the appointment;
5. Demonstrated awareness of the organisation's vision, mission and values;
6. Demonstrated ability and commitment to work as part of a team;
7. Demonstrated initiative and ability to work without supervision;
8. Demonstrated ability to be self-motivated and to promote a positive work environment;
9. Well-developed prioritisation and organisational skills with the ability to meet deadlines;
10. Demonstrated and well-developed verbal and written communication skills;
11. Demonstrated ability to operate with discretion and to maintain complete confidentiality; and
12. Satisfactory attainment and maintenance of a relevant criminal records check.

### Desirable

1. Previous experience working in an aged care facility;
2. Working knowledge of Health Care/Aged Care information systems, proficiency in Microsoft Office, particularly Word, Excel and Outlook; and
3. Current Victorian Driver's Licence;