

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Personal Care Attendant (PCA)	Department	Community Programs
Location	Kalano Flexible Care, Katherine NT	Direct/Indirect Reports	0
Reports to	Kalano Coordinator	Date Revised	October 2018
Industrial Instrument	Modern Aged Care Award 2010		
Job Grade	Job Grade 2		

### ■ Position Summary

To provide culturally appropriate and high quality care to the residents of the Red Cross Kalano Flexible Care facility in Katherine. The PCA will improve and support life activities for residents ensuring enjoyment, safety and comfort levels are maintained at all times.

### ■ Position Responsibilities

#### Key Responsibilities

- Deliver a range of personal care supports and services to clients utilising a culturally sensitive approach.
- Ensure the care is provided in accordance with Programs Standards, all Red Cross policies and procedures and in accordance with legislative requirements, where applicable.
- Maintain impartiality and confidentiality at all times and respect the privacy, rights and needs of clients while ensuring adherence to the *Privacy Amendment (Private Sector) Act 2000*.
- Ensure high quality service is provided at all times within allocated timeframes and within budget.
- Monitor and assist in the evaluation of the service provided and contribute to the planning and development of the ATSI Flexible Care program
- Report promptly to the Coordinator, (before the end of the shift) all issues of concern to ensure the wellbeing of clients is protected at all times.
- Report all client feedback, both positive and negative.
- Assist with stock maintenance, meal preparation and delivery, laundry duties and general cleaning duties.
- Maintain client files as directed by the coordinator to ensure records are current and accountable to audit.
- Provide orientation to new support staff as directed by the coordinator.
- Participate in staff meetings and case conferences.
- Maintain suitable dress standards and wear Red Cross ID at all times.
- Attend regular training as directed by the Coordinator.
- Advise promptly of inability to attend to rostered responsibilities in a timely manner.

## ■ Position Selection Criteria

### Technical Competencies

- Understanding of issues relating to the care of aboriginal frail and elderly people and experience in providing services and supports for them.
- Excellent customer service manner and proven skills in dealing with indigenous persons
- Previous experience of delivering a range of personal care supports within the aged care industry
- Strong organisational skills and the ability to work effectively within a team environment
- Excellent communication and interpersonal skills, both oral and written.
- Professional approach to all aspects of confidentiality.

### Qualifications/Licenses

- Certificate III in Aged Care or agreement to commence training within 3 months.
- A NT Working with Children Card is a mandatory requirement for this role.
- Current First Aid Certificate or ability to achieve it within a 3 month time frame.
- Current NT Drivers Licence desirable

### Behavioural Capabilities

- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Personal effectiveness | Managing my behaviours** | Demonstrated track record in managing emotions and behaviours and understanding their impact on others. Ability to self-monitor and make improvements to manage own performance.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.

## ■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:  
**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system

- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters