

Job Description			
Job Title: Personal Care Attendant			
Role Purpose	Provide assistance, support and direct care to residents in a variety of health, welfare and community settings. The Personal Care Attendant provides personal, physical and emotional support to older people who require assistance with daily living.		
Reports to:	Director of Nursing	Direct Reports:	Nil
Business Unit:	Aged Care	Award Level:	Aged Care Award Level 1 to 4
Office Location:	Aged care Facility	HR Approval Date:	March 2017
Internal Relationships:	<ul style="list-style-type: none"> • Director of Nursing • Clinical Nurse Consultant • Clinical Nurse • Enrolled Nurses • Personal Care Attendants • Residents 	External Relationships:	<ul style="list-style-type: none"> • Residents family members & significant others • GP/Primary Health Practitioners • Acute Health Services Public/Private • Community Health • Allied Health
Person Specification (Knowledge, Skills and Experience)			
Qualifications	<ul style="list-style-type: none"> • Cert III or Cert IV in Aged Care or equivalent qualifications • Current National Police Check • Certificates in First Aid (desirable) 		
Experience	<ul style="list-style-type: none"> • Provision of quality client care in accordance with current Care Plans • Following instructions and accept direction as required • Working independently, without close supervision, as required • Computer literacy with MS Office • Demonstrated experience working as a member of a multi-disciplinary team 		
Skills & Knowledge	<ul style="list-style-type: none"> • Knowledge of the Aged Care Accreditation process (desirable) • Knowledge of legislation applicable to Aged Care service delivery (desirable) • Sound understanding of ACFI documentation • Understanding of the aged care/community services sector 		

Job Function Details		
Key Result Area	% of Time	Tasks
Residential Care	70%	<ul style="list-style-type: none"> • Provide ongoing, responsive personal care in accordance with the assessed individual needs of residents • Treat residents with respect and equality, whilst being responsive to their needs • Provide appropriate assistance for residents in accordance with individual Care Plans • Demonstrate knowledge and understanding in the application of skills for the use of equipment eg lifting aids • Contribute to Quality activities and support Accreditation outcomes • Check client needs with Designated Nurse or other senior person to ensure coverage of care tasks • Priorities are identified and followed through and outcomes are reported • Provide physical care to residents, according to routines and assessed needs (e.g. toileting, showering, dressing) • Follow facility routines and required practices at all times • Facilitate and ensure resident access to personal care activities provided by others • Ensure resident information remains confidential and secure at all times • Monitor resident condition and report uncharacteristic conditions or observations • Support and assist residents (e.g. walking, transfers, wheel chair, personal needs and requests) • Safe practices are observed at all times to ensure resident and staff safety • Follow and ensure compliance with accepted professional guidelines and practices
Customer Service	20%	<ul style="list-style-type: none"> • Be aware of the important role relatives, friends and volunteers play within the organisation • Actively seek customer feedback and respond appropriately. • Communicate in a professional manner with residents, families, other staff and visitors at all times • Promote UnitingSA professionally at all times, internally and externally • Ensure Care Plan is followed for residents with behaviour issues

WHS	5%	<ul style="list-style-type: none"> • Demonstrate knowledge and understanding in the application of skills for the use of equipment e.g. lifting aids • Assist senior staff by observing and promptly reporting any changes in residents' behaviours or health and well-being • Work safely at all times to protect the health, safety and welfare of self and colleagues • Report hazards and incidents in the workplace • Promote and contribute to a safe, secure environment for staff, residents and visitor.
Administration & Reporting	5%	<ul style="list-style-type: none"> • Report any changes in resident's condition to the Designated Nurse on duty for review in a timely manner • Ensure that all documentation is accurate and completed in a professional and timely manner • Complete written documentation in Care Plans, Behaviour Charts, Communication Books etc as required • Complete required records in accordance with organisational format, observing timeframes and seeking advice when required • Work tasks are carried out with a planned, team approach • Disputes and conflicts are reported in a timely manner to the Designated Nurse and/or management. Be aware of and meet all recordkeeping requirements determined under contract by the program funding body or legislation. • Record any resident incidences.

Competency Profile

Competency	Level	Behaviours
Customer & Client Orientation	Self	<ul style="list-style-type: none"> • Follows through on customer/client enquiries, requests or complaints • Keeps customer/client up-to-date regarding progress • Distributes useful information to the customer/client • Determines the needs of the customer/client through probing and listening • Provides friendly, helpful service to the customer/client • Ask clarifying questions to customer/client to ensure understanding • Offers appropriate solutions to the customer/client • Prioritises work goals that impact the customer/client directly • Diffuses customer/client problems
Interpersonal Sensitivity	Self	<ul style="list-style-type: none"> • Is attentive towards others • Seeks to understand the viewpoint of others • Recognises the needs and motivations of others • Is sensitive to verbal cues in one-on-one interactions • Is sensitive to non-verbal cues in one-on-one interactions • Understands implicit and explicit emotions • Is respectful towards others • Provides a reassuring presence

Self-awareness	Self	<ul style="list-style-type: none"> Identifies emotions accurately Understands why they are experiencing a particular emotion (s) Recognises the relationship between feelings, thoughts and actions Recognises how emotional states and preferences impact performance Understands own strengths and areas for development Accepts and acts upon constructive feedback Embraces continuous learning and self-development
Results Orientation	Self	<ul style="list-style-type: none"> Displays drive to meet objectives and standards Identifies alternate possibilities when faced with obstacles to ensure task completion Maintains a focus on tasks that require considerable effort Completes tasks within designated timeframe despite obstacle Perseveres with routine and repetitive tasks without sacrificing quality or excellence
Detail & Quality Orientation	Self	<ul style="list-style-type: none"> Double-checks the accuracy of information/data Double-check the accuracy of own work Maintains an orderly workspace Ensures work complies with quality standards Displays consistency in work procedures Takes responsibility to rectify errors concerning quality and service
Team Orientation	Self	<ul style="list-style-type: none"> Displays a genuine intention to work co-operatively with others Offers to help others achieve common goals Makes an effort to understand the goals of others Shares all relevant or useful information
Communication – Verbal	Self	<ul style="list-style-type: none"> Uses appropriate grammar Uses appropriate vocabulary Uses a suitable tone Speaks at a suitable pace Speaks in a clear and succinct manner Tailors language to suit target recipients Provides full responses to questions Provides accurate responses to questions

I have read and understand the requirements of this position:

Signed: _____ Name (print) _____ Date: _____