

**Position Description****Form no: 5.0.4****POSITION:** PERSONAL CARE ATTENDANT**PD No:** 4.7**Purpose:**

Provides safe, quality personal care to allocated residents including medication administration as delegated

**Key Selection Criteria:****Mandatory Qualifications:**

1. Certificate III or Certificate IV in Aged Care preferably including CHCCS305B - Assist clients with medication (or equivalent), or studying Registered Nursing or Certificate III or Certificate IV in Aged Care.

**Essential KSC:**

1. Annual CPR competency
2. Experience in aged care
3. Leadership skills

**Desirable KSC:**

1. Knowledge of the Aged Care Funding Instrument
2. Knowledge of the Aged Care Accreditation Standards

**Conditions of employment:** According to the National Employment Standards, Eva Tilley Enterprise Agreement and Contract of Employment

**Responsible to:** Registered Nurse In Charge, Clinical Care Coordinator and Residential Care Manager

**Main responsibilities:**

With direct or indirect supervision by a Registered Nurse or Enrolled Nurse and within own qualification, training and competence:

- Recognises the importance of history and culture when providing care
- Plans, organises and implements evidence based, person-centred personal care as allocated and or delegated by a Registered Nurse/Enrolled Nurse in accordance with individual resident care plans
- Ensures the rights of residents are respected
- Good communication and relationships with residents and their representatives
- Exceptions to the care plan are verbally communicated to the Supervisory RN and documented in the resident's progress notes as soon as practicable
- Ensures accurate and timely documentation is completed on each shift for a delegated group of residents
- Administers medication safely according to legislative requirements, training, and competence, RN delegation, and the organisation's policies and procedures. Does not accept phone orders and does not administer prn medicines without the Supervisory RN authorisation.

**Reporting requirements:** Reports any issues of concern to the RN In Charge or CCC

**Performance appraisal:** at 3 months, then annually by manager or, as requested by employer/employee

**Position Description****Form no: 5.0.4****POSITION:** PERSONAL CARE ATTENDANT**PD No:** 4.7**Key Results Areas (KRAs) and performance criteria****1. CONDUCT**

- 1.1 Demonstrates an acceptable personal presentation according to the Dress Code in the Staff Handbook
- 1.2 Demonstrates a positive attitude toward work such as; punctual, flexible, and enthusiastic toward undertaking a variety of tasks with a team approach
- 1.3 Demonstrates respectful language and manner toward residents and visitors.
- 1.4 Information related to a resident or staff member is at NO TIME communicated verbally, written or using social media with anyone other than the relevant staff member/s providing care/service.
- 1.5 Demonstrates expected standards of behaviour (below) toward work colleagues for all activities connected with work including, outside normal working hours, conferences, social functions, texting, email & using social media:
  1. Be **polite** to each other
  2. Treat each other with **dignity** and **respect**
  3. Treat each other **honestly** and **fairly**
  4. Have **tolerance** for difference
  5. Work **together**
  6. **Listen** and **respond** appropriately to others' point of view
  7. Work **professionally** and **safely**

**2. HEALTH & SAFETY**

- 2.1 Participates in the risk management program and contributes to a safe work environment for self, other staff, and volunteers; and living environment for residents and visitors.
- 2.2 Reports immediately, any equipment or situation which has the potential to cause harm.
- 2.3 Participates in problem solving processes to resolve health and safety issues.

**3. QUALITY IMPROVEMENT**

- 3.1 Provides competent care/service in accordance with the organisation's documented policies and procedures, and legislative requirements relevant to role.
- 3.2 Participates in problem solving processes relevant to role
- 3.3 Completes an Improvement Form when there is an identified need to improve.
- 3.4 Actively participates in quality improvement activities such as: follow up of Improvement Forms, meetings, working parties, ongoing education, review of procedures, evaluation of new products and equipment and trend analysis.

**4. KNOWLEDGE & SKILLS**

- 4.1 Maintains own knowledge and skills through completing related skills and knowledge competency assessments, participation in in-service, tool-box training, and continuing education, including; mandatory training, reading notice boards regularly, newsletters and memos as distributed.
- 4.2 Membership of relevant professional group/s, association/s and or network group (recommendation only).
- 4.3 Annual training objectives completed following appraisal to ensure skills and knowledge to fulfil role.

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- 5.1 Plans, organises and implements allocated or delegated personal care that is consistent with evidence based, person-centred care within own qualification, training and competence
- 5.2 Exceptions to the care plan are verbally communicated to the RN In charge and documented in the resident's individual file as soon as practicable.
- 5.3 Ensures accurate and timely documentation is completed on each shift for a delegated group of residents
- 5.4 Assists and supports residents to maintain independence with respect to activities of daily living and lifestyle.
- 5.5 Ensures the rights of residents are respected
- 5.6 Demonstrates good communication and relationships with residents and their representatives

**6. MEDICATION ADMINISTRATION**

- 6.1 Safely administers medications as delegated according to individual qualification, legislative requirements, competence and the organisation's policies and procedures.
- 6.2 Reports any observed changes in health status to the RN In Charge
- 6.3 Reports changes in residents' medication chart, including changes to route to the supervisory RN
- 6.4 Seeks supervisory RN authorisation prior to administering prn medication. Seeks clarification from the supervisory RN for medication related issues such as; medication chart difficult to read.
- 6.5 Evident that does not accept phone orders

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Physical Demand Analysis		Type of Work: A = Administrative R = Resident Care S = Services		
		Frequency: Continuous (C) = 75% to 100% of the shift Frequent (F) = 25% to 75% of the shift Infrequent (I) = 0% to 25% of the shift		
Physical demand	Frequency for type of work			Description
	A	R	S	
<b>Standing and Walking</b>	F	C	C	Standing and walking are major requirements for carrying out tasks and are required for movement around the facility. The ability to fully use both legs on variable surfaces is required.
<b>Sitting</b>	C	I	I	Sitting is required when carrying out documentation or administrative/lifestyle activity tasks.
<b>Climbing</b>	I	I	I	Climbing is required to go up and down stairs and steps. Requires body agility and the ability to use both legs and feet and hands/arms to use hand rails. A lift is available to move from one floor to another.
<b>Balancing</b>	C	C	C	Balancing is required to maintain body equilibrium to prevent falling when walking, standing, crouching and/or lifting whilst carrying out task requirements.
<b>Lifting and carrying</b>	I	F	F	Lifting and carrying is required in the movement of objects around the facility including movement from lower to higher and/or horizontally and/or place to place. The ability to fully use both arms and hands is required.
<b>Pushing and Pulling</b>	I	F	F	Pushing and pulling objects around the facility including but not limited to trolleys, wheeled chairs and manual handling equipment.
<b>Bending &amp; Crouching</b>	I	F	F	Bending at waist level whilst carrying out task is required. Ability to crouch to floor level when required.
<b>Kneeling</b>	I	I	I	Kneeling can be required whilst carrying out task.
<b>Reaching &amp; stretching</b>	F	F	F	Reaching and stretching is required in carrying out tasks, and in the movement of objects in the facility.
<b>Twisting</b>	I	F	F	Twisting may be required in carrying out tasks. The ability to reach in all directions, and to twist at the waist is required.
<b>Grasping/ Finger Movement</b>	F	F	F	Grasping and fine finger movement is required to hold objects. The ability to do repetitive motions with hands, wrists and fingers is required.
<b>Handling and Feeling</b>	C	C	C	Finger dexterity and hand-eye coordination, along with full hand and wrist movement is required. The ability to distinguish the features of objects by touch, particularly with the fingertips is required.
<b>Talking &amp; Communicating</b>	C	C	C	Talking and communicating is required to carry out tasks. An excellent understanding of the English language and the ability to communicate effectively is required.
<b>Hearing</b>	C	C	C	Hearing and the ability to interpret what is being heard is required to carry out tasks. Ability to maintain hearing acuity, with correction, if required.
<b>Vision</b>	C	C	C	Vision and ability to recognise objects to determine depth perception, to discriminate between colours and read documents is required to carry out tasks. Ability to maintain 20/40 vision using correction, if required.
<b>Smelling</b>	I	F	C	Ability to distinguish odours and identify hazards is required when carrying out tasks.
<b>Repetitive Motions</b>	F	I	I	Repetitive motions of the wrists, hands or fingers are required when carrying out tasks.

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TRAINING ANALYSIS		Name:				
SKILLS & COMPETENCIES	Date:					
<b>Skills -all staff (as relevant to role)</b>						
1. Good communication skills						
2. Customer focussed work practices						
3. Customer service using 7 step method						
4. Complaint handling using 10 step method						
5. Works well within the team						
6. Decision making						
7. Problem solving						
8. Time management						
9. Safe work practices						
10. Incident reporting						
11. Meets legal documentation requirements						
12. Record management						
13. Stock control						
14. Use of the telephone system						
15. Computer literacy						
16. Participates in improvement activities						
<b>Mandatory annual competencies</b>						
1. Fire and emergencies						
2. Firefighting equipment						
3. Elder abuse reporting						
4. Workplace Bullying						
5. Hand hygiene and the 5 moments						
6. Personal Protective Equipment						
7. Outbreak Management						
8. Manual handling						
9. CPR (nursing staff)						
10. Choking (nursing & care staff)						
11. Medication administration (if applicable)						
<b>Competencies - specific to role</b>						
1. Safe chemical handling						
2. Spills management						
3. Safe handling of clean and soiled linen						
4. Anti-embolic stockings						
5. Assist with ADLs - meals and drinks						
6. Assist with ADLs - skin and hair						
7. Assist with ADLs – oral and dental						
8. Assist with ADLs – sensory aids						
9. Assist with ADLs – nail care						
10. Bed making – occupied						
11. Bed making – unoccupied						
12. Behaviour management						
13. Continence aids						
14. Diabetes – BGL						
15. Diabetes - high/low BGL						
16. Falls prevention and falls management						
17. Health Monitoring – vital signs						
18. Health Monitoring –oximetry						
19. Health Monitoring – weight						

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TRAINING ANALYSIS		Name:				
SKILLS & COMPETENCIES	Date:					
20. Ostomy and Stoma Care						
21. Oxygen – care of resident						
22. Pain management – hot and cold packs						
23. Sleep and Rest						
24. Urinalysis						
25. Urinary drainage system care						
26. Condom drainage system care						
<b>Manager initial</b>						
<b>Staff Member initial</b>						

**Key for skills:** 1 = Requires education 2 = Requires coaching 3 = Independent 4 = Able to educate others  
**Key for competencies:** C = Competency NYC = Not Yet Competent NC = Not completed

I .....(Please Print) have read and understand the Position Description requirements including the Physical Demands. I agree to maintain my skills and competencies and agree that I have capacity including the physical ability for this position. I understand that the information provided is a general outline and may not cover every aspect of the position.  
 Signature: \_\_\_\_\_ Date: \_\_\_\_\_