

# Position Description

"Healthy community"



- DESIGNATION:** Personal Care Worker
- REPORTS TO:** Direct – Nurse Unit Manager  
Indirect – Director of Clinical Services
- CLASSIFICATION:** Personal Care Worker
- AWARD:** Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2016-2020 *and subsequent agreements.*

## Purpose of Position

The Personal Care Worker:

- Assists to ensure that the physical, emotional, cultural and social needs of the residents are met in a timely manner with a quality outcome
- Participates in the provision of resident focused, holistic care under the supervision of the Registered Nurse, Enrolled Nurse or the Nurse Unit Manager
- Practices within the framework of formal education
- Contributes to quality healthcare through personal and professional development
- Performs as part of the care management team effectively and efficiently in line with MDHS goals and objectives.

## Key Activities

### 1. Specific Responsibilities:

- The Personal Care Worker will accept accountability and responsibility for their own actions within their scope of practice.

To competently perform in this position, the person should possess the knowledge, skills and experience based upon the following Key Result Areas and Performance Indicators:

Key Result Area 1	Performance Indicators
<b>Leadership and Professional Practice</b> Demonstrates practice within the Vision, Mission and Values of Maryborough District Health Service	<ul style="list-style-type: none"><li>• Function in accordance with legislation, conducting practice within a professional and ethical framework to deliver accountable care that protects the right of individuals and groups</li><li>• Ensure all residents, clients, visitors and staff are treated with respect, dignity and courtesy in an environment that is free from harassment and discrimination</li><li>• Collaborate with multidisciplinary team members to achieve desired health outcomes for residents</li><li>• Ensure that optimal efficiency is achieved and quality of care is maintained</li><li>• Demonstrate a commitment to organisational change</li><li>• Assume accountability and responsibility for providing a high standard of direct resident care under the supervision of the Registered Nurse or Enrolled Nurse in accordance to care plans and residents needs</li><li>• Accept accountability for own actions and seek guidance from the Registered Nurse, Enrolled Nurse or Nurse Unit Manager when limited by own scope of practice</li><li>• Practice within policy and procedural guidelines</li><li>• Respond to clinical changes in the resident's condition and initiate consultation with relevant medical/nursing and multidisciplinary team as required</li></ul>

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	<ul style="list-style-type: none"> <li>• Accurately document patient care in accordance with health service guidelines</li> <li>• Ensure incidents regarding care are accurately documented and investigated at the time of the incident and the Nurse Unit Manager or delegate is informed</li> </ul>
<b>Key Result Area 2</b>	<b>Performance Indicators</b>
<p><b>Human Resources Management</b></p> <p>Demonstrates application of knowledge to support quality health care, a competent workforce and a satisfactory work environment for staff</p>	<ul style="list-style-type: none"> <li>• Support and maintain effective communication systems within the facility</li> <li>• Comply with health service policy regarding uniform and punctuality</li> <li>• Promote and support the mandatory competency framework for the Nursing Directorate and the facility ensuring compliance issues are addressed within an agreed timeframe</li> <li>• Demonstrate an ability to resolve conflict or refer issues to Nurse Unit Manager for consideration</li> <li>• Promote and maintain an environment of teamwork and professionalism</li> </ul>
<b>Key Result Area 3</b>	<b>Performance Indicators</b>
<p><b>Business Management</b></p> <p>Demonstrates leadership and application of knowledge to operate within the agreed nursing budget for the clinical unit and the organisation's Financial Management framework</p>	<ul style="list-style-type: none"> <li>• Demonstrate an awareness of the financial management framework and budgetary issues for the facility</li> <li>• Consider the costs and budget implications in relation to work practices and consumables related to resident care</li> </ul>
<b>Key Result Area 4</b>	<b>Performance Indicators</b>
<p><b>Clinical Governance</b></p> <p>Demonstrates understanding, application of knowledge and implementation of the organisation's clinical governance framework to ensure the provision of high quality health care through continuous improvement</p>	<ul style="list-style-type: none"> <li>• Assist the team to monitor standards of professional practice and service delivery through Maryborough District Health Service Quality Framework to ensure all residents receive care that is appropriate for their condition and based on current best practice</li> <li>• Contribute to the implementation and achievement of activities identified in the facilities Continuous Improvement Plan</li> <li>• Identify areas where improvement can be made to the quality of resident care</li> <li>• Support and actively participate in quality improvement activities/portfolios</li> <li>• Comply with Maryborough District Health Service integrated Risk Management framework</li> <li>• Identify risk through incident reporting and analysis and record review</li> <li>• Assist the Nurse Unit Manager to objectively investigate complaints with point of service resolution and implementation of strategies to prevent reoccurrence</li> <li>• Comply with Maryborough District Health Service Governance Documentation framework</li> </ul>
<b>Key Result Area 5</b>	<b>Performance Indicators</b>
<p><b>Learning Organisation</b></p> <p>Demonstrates commitment to personal and professional development of staff and ability to lead and develop a diverse clinical team and participate as an active member of a team</p>	<ul style="list-style-type: none"> <li>• Maintain and promote awareness of legal and ethical implications of practice</li> <li>• Maintain currency of knowledge and clinical expertise through attendance and participation in relevant courses, conferences, seminars and educational opportunities</li> <li>• Participate in the review of one's own professional development identifying key areas for professional and personal growth</li> </ul>
<b>Key Result Area 6</b>	<b>Performance Indicators</b>

<p><b>Information Management</b></p> <p>Demonstrates knowledge and application of skills to ensure the organisation's information management goals are met</p>	<ul style="list-style-type: none"> <li>• Demonstrate ability to operate PC based software packages confidently at the level required to fulfill the role</li> <li>• Demonstrate an understanding of the organisation's Health Information Management system at the level required to fulfill the role</li> <li>• Maintain accurate and timely documentation</li> <li>• Demonstrate verbal and communication skills</li> <li>• Maintain accurate documentation of clinical and business management systems</li> </ul>
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## 2. Organisational Responsibilities:

- Participate in team/departmental meetings and other organisational meetings if required.
- Participate in staff development and training if required.
- Maintain accurate records, statistics and reports as needed.
- Participate in service development if required.

## Position Prerequisites

- Certificate III or IV in Aged, Community or Disability Care or undertaking an approved higher level of study eg Diploma of Nursing.

Willingness to embrace and promote our organisational values:



**GENUINE**



**RESPECT**



**EXCELLENCE**



**ACCOUNTABILITY**



**TOGETHERNESS**

**G** – Genuine. Being consistently honest, trustworthy and accountable.

**R** – Respect. This is a reflection on our behaviours, attitudes and words, always being fair, honest and caring to those who we work and come in contact with.

**E** – Excellence. Only the best by us will do, achieving the highest standard of service and care.

**A** – Accountability. We consistently do what we say we are going to do by supporting and holding each other to account.

**T** – Togetherness. Working together to support common values and vision for shared goals.

## Quality Improvement

Employees are required to participate with the organisation in the Quality Improvement program to encourage excellence of care and ensure effective and safe use of resources.

This includes participation in appropriate courses of training required by the Health Service and to share knowledge with other staff members.

## Risk Management

Each employee has a duty to take a proactive role in contributing to the identification, management and reporting of risks, including near misses and hazards. Employees who identify a risk are required to take first line action to minimise the risk and to then report it to their direct line manager for further management. All employees are required to report any incidents that occur during the course of their duties.

## Occupational Health & Safety

Each employee has the right to a safe working environment and s/he should advise the supervisor of any risk or condition likely to result in accident or injury. Each employee has the responsibility to take reasonable care of their own health and safety, to co-operate with the MDHS OH&S policies and to participate in appropriate safety education and evaluation activities.

## Equal Opportunity, Workplace Behaviours & Code of Conducts

MDHS endorses the Victorian State Government Code of Conduct. Each employee has the right to equal opportunity and a work environment free from any form of workplace harassment and bullying. Each employee must adhere to MDHS Policies in this regard and participate in education and training.

Each employee must demonstrate an understanding of appropriate behaviours when engaging with children, according to MDHS' Child Safety Policy and Child Safety Code of Conduct.

## Infection Control

Each employee has the responsibility to minimise the risk of acquisition or exposure of infections to patients, residents, visitors and health care workers, arising from activities within the health care environment. Risk management strategies are to be supported by all staff in adhering to the Infection Control Policy Manual Guidelines.

## Confidentiality

The employee has a responsibility to adhere to the MDHS Policies, as a condition of employment. They are required to maintain confidentiality with reference to all matters relating to the Health Service and patients of the Health Service, both internally and externally.

Failure to observe this requirement may be regarded as misconduct warranting termination and incur liability to penalty pursuant to Section 141 of the Health Services Act, 1988.

## Key Selection Criteria

### Essential

- KSC1** Demonstrate the ability to undertake appropriate care that meets the individual needs of the resident and relatives.
- KSC2** Demonstrate an ability to develop and review Resident Care Plans.
- KSC3** Highly developed interpersonal skills, with the ability to communicate effectively with residents, families, carers, staff and others.
- KSC4** Well developed written skills.
- KSC5** Demonstrated evidence of commitment to ongoing education and professional development to ensure working within current scope of practice.

## Other Relevant Information

- Statements included in this position description are intended to reflect in general the duties and responsibilities of the position.
- Management may alter this Job Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- Probation Period is six (6) months from commencement. A Performance Review will be undertaken three (3) and six (6) months from commencement then quarterly, taking account of the key roles and responsibilities outlined in this position description. In addition to reviewing performance (individual and work team), the annual meeting provides an opportunity to ensure role clarity, revise key performance activities/measure and set development objectives and goals for the year ahead.

## Authorisations

Employee \_\_\_\_\_