

Personal Care Assistant

Award/Agreement	Current Resthaven Incorporated Residential Aged Care and Community Services Enterprise Agreement
Responsible to	Care Coordinator
Summary of role	In accordance with the vision, mission and values of Resthaven, the Personal Care Assistant is responsible for providing quality direct care services that meet the personal needs of residents.
Reporting lines	The Personal Care Assistant is an integral member of a multi-disciplinary health team. Personal Care Assistants are accountable for their own actions whilst remaining responsible to the Care Coordinator. Day-to-day supervision is provided by the Registered Nurse who may allocate duties to the Personal Care Assistant.

Key Responsibilities and Duties

The details outlined below provide an overview of Personal Care Assistant duties within Resthaven however daily routines are specified in the Duty Statement.

- Provide high standard services that support and assist residents to achieve maximum independence by meeting daily living and personal requirements within the plan of care, with consideration of individual preferences
- As delegated and within level of responsibility, carry out all duties as outlined in the Duty Statement and as specified in the plan of care
- Support and assist in the provision of a clean, comfortable, safe and secure environment
- Under the direction of the Registered Nurse and as appropriate to skill set, assist with implementing the resident's plan of care related to medication administration
- Perform work in a legal and ethical framework, which supports the rights and interests of residents by:
 - following appropriate reporting mechanisms to meet duty of care requirements
 - reporting all changes in health status to the Registered Nurse or their delegate
 - directing all enquiries regarding plan of care to the Registered Nurse or their delegate
 - completing documentation in accordance with legislation and Resthaven policy
- Provide appropriate support in the orientation of new employees including acting in the role of "buddy" to new employees as delegated
- Provide support and assistance to maintain high standard services for residents including participation in working groups, as required
- Identify any opportunities for service improvement and advise the Care Coordinator and/or Manager Residential Care Services

Quality and Safety

Responsible for:

- Undertaking all duties in accordance with Resthaven's Quality Management System, policies and procedures
- Participating in Resthaven Quality Management System and commitment to processes of continuous improvement activities, including auditing, surveys and needs analysis
- Maintaining a safe work environment in accordance with Resthaven Work Health and Safety Policies and Procedures, and actively participating in the rehabilitation of staff injured at work
- Assisting in the on-going maintenance of a safe work place through involvement in the implementation of safe systems of work in accordance with Resthaven Work Health and Safety Policies and Procedures
- Participating in mandatory Health and Safety training sessions
- Identifying and reporting hazards in the workplace

Privacy and Confidentiality

Responsible for:

- Applying the principles of privacy and confidentiality to all work practices
- Adhering to Resthaven Privacy of Information Policy and Procedure at all times
- Maintaining a duty of confidentiality to all residents, clients, volunteers and staff
- Ensuring that any "Confidential Information" that becomes known through the course of employment with Resthaven is kept confidential including information relating to Resthaven's:
 - business or operational interests;
 - methodology and affairs;
 - financial information; and
 - anything else that is notified as being confidential

Other duties as directed by the Manager Residential Care Services, commensurate with classification and training

Person Specification Personal Care Assistant

ESSENTIAL CRITERIA

- Previous experience providing personal care to elderly people and/or Certificate III in Community Services (Aged Care)
- Knowledge of health issues relevant to the elderly
- Understanding of the ageing process
- Excellent communication and interpersonal skills including demonstrated experience interacting with a wide range of people
- Ability to read, write and communicate in English
- Ability to establish and maintain professional and appropriate relationships with residents and/or their families/representatives
- Commitment to maintaining confidentiality
- Commitment to respecting the values, customs, preferences and spiritual beliefs of residents and their families/representatives
- Ability to comply with safe work practices and food safe handling practices
- Commitment to professional development and identifying opportunities for service improvement
- Good organisational and time management skills including the ability to establish priorities and plan work
- Ability to work as part of a team

Acknowledged _____
Manager Residential Care Services

Date _____

Acknowledged _____
Employee

Date _____