

### POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Personal Care Worker (PCW)
<b>DIVISION/DEPARTMENT:</b>	Clinical Services - Morrie Evans Wing
<b>CLASSIFICATION:</b>	Health Care Worker - Grade 1-2 (PW11-CW11)
<b>INDUSTRIAL AGREEMENT:</b>	Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2016-2020 and subsequent agreements.
<b>RESPONSIBLE TO:</b>	Executive Director of Clinical Services
<b>REPORTS TO:</b>	Nurse Unit Manager – Healthy Ageing
<b>PRE-REQUISITES:</b>	Certificate III in Individual Support or equivalent Current Police Check Current Working with Children Check

In addition to the mandatory competency requirements at Benalla Health, as per the mandatory training policy, Personal Care Workers must have completed training and be able to apply knowledge in clinical based skills. These include but are not limited to:

- Hand hygiene
- Elder abuse
- Quality and risk
- Basic Life Support /First Aid
- Manual Handling
- No Lift
- Minimising Falls and Harm from Falls

#### KEY SELECTION CRITERIA:

- Experience and/or knowledge in the care of care recipients of a residential aged care environment
- Relevant qualifications
- Demonstrated effective organisational skills.
- Demonstrated well-developed communication and interpersonal skills
- Possess knowledge of relevant legislation, including Aged Care Standards and National Standards
- Demonstrated ability to deliver of excellent clinical care in accordance with Benalla Health philosophy, policies and procedures.
- Ability to work as part of a multi-disciplinary team and to work independently of others under the supervision of a nurse
- An ability to represent a care recipient and act as an advocate
- Demonstrated ability to maintain confidentially

## **OUR PURPOSE:**

The purpose of Benalla Health is to facilitate a healthy and resilient community through the provision of integrated, lifelong healthcare services.

## **OUR VALUES:**

Compassion, Empathy, Accountability, Respect and Excellence.

## **POSITION SUMMARY:**

The Personal Care Worker (PCW) position is a clinical role responsible for providing high quality personal care to care recipients and clients at Benalla Health. Operating under the direction of a Registered Nurse or supervisor, this position is required to specifically assist Care Recipients with regards to their Activities of Daily Living and ensure their Social and Spiritual wellbeing.

## **RESPONSIBILITIES**

### ***Professional Practice***

- Accepts accountability and responsibility for own actions of PCW practice
- Share relevant information and actively participate at team meetings.
- Demonstrated commitment to person-centred care and best practice standards
- Promptly reports any patient vital observations that are outside the normal range to the Nurse in Charge
- Ensures the delivery of a high standard of evidence-based nursing care to consumers
- Demonstrate and maintain competency in the performance of clinical skills
- Establish and maintain effective communication with all other health professionals and support staff, consumers, families , the community and external care providers
- Maintain accurate and current medical records ensuring documentation meets professional and legal standards
- Demonstrate sensitivity, empathy and respect for customs, values and spiritual beliefs of other at all times
- Ensure consumer complaints are escalated to the appropriate supervisor in accordance with Benalla Health's policies and procedures
- Promoting the Organisations' Values and Standard of Care through appropriate practices and encouraging the same of colleagues.

### ***Clinical/Management of Care***

- Provides personal care of individuals and groups within their scope of practice, knowledge and competency under the guidance of Care Plans determined by the Registered Nurse
- Appropriate assessment tools are used effectively
- Deviations or changes in a Care Recipients normal condition, including vital observations which may indicate deterioration, are reported promptly to the Team Leader
- Contributes towards the collection of information used to create a plan of care in consultation with the Registered Nurse, care recipient and relevant others and identifies expected outcomes, including a timeframe
- Responds to Care Recipients educational needs, referring to others where necessary
- Planned care is implemented, and effectiveness reported to the RN / Team Leader
- Undertake and be accountable for additional responsibility either individually or as part of a team/work group/committee.

### ***Enabling***

- Contributes to the promotion of safety, security and personal integrity of individuals and groups within the scope of practice for a Personal Care Worker
- Provides support and care to individuals and groups within the scope of Personal Care Worker practice
- Performs as an advocate and promote an active partnership with care recipients, their carer's and families to ensure safe and effective person centred care

- Advocates for care staff within the organisation and acts as a professional advocate for Benalla Health
- Ensures individuals are treated with dignity and respect at all times
- Communicates effectively with individuals and groups
- Work is organised, co-ordinated and delivered according to priorities of care
- Emergency management practices and drills are participated in, according to organisational policy
- Establishes and maintains collaborative relationships with colleagues and members of the health care team
- The roles and functions of the health care team are recognised and understood

### ***Critical thinking and Analysis***

- Practice within an evidence-based framework
- Actively reflect on own professional performance and competence, seek feedback, and participate in ongoing professional development of self and others
- Demonstrates critical thinking in the conduct of Personal Care Worker practice

### ***Financial Management***

- Ensure there is financial responsibility and accountability across the functions under the position's control and develop and implement financial strategies that will ensure budgetary targets and key performance indicators are met
- Participate in cost saving strategies as directed
- Identify opportunities to reduce costs and effectively manage resources across all functions

## **SAFETY MANAGEMENT SYSTEMS**

In accordance with the current Victorian OH&S legislation and infection control standards, each employee has the responsibility to take reasonable care of their own health and safety by:

- Adhering to Benalla Health's OH&S policies and procedures
- Reporting hazards and injuries
- Participate in OH&S consultation and OHS training
- Cooperate with managers and supervisors to ensure that OH&S responsibilities are met by all
- Not wilfully interfere with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk.
- Each Employee is responsible for ensuring that they are fit to perform their duties without risk to the safety, health and well-being of themselves and others within the workplace. This responsibility includes compliance with reasonable measures put in place by the Employer and any related occupational health and safety requirements.

Each employee has the responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.

Please refer to Benalla Health's Occupational Health & Safety Responsibilities Guideline.

## **QUALITY & RISK**

Benalla Health is accredited by an independent Accreditation Agency. All staff are required to actively participate in quality improvement activities.

## **POLICY & PROCEDURES**

It is every employee's responsibility to access and have knowledge of relevant policies and procedures that relate to their employment. All organisational-wide policies and procedures can be accessed on the BH Intranet site.

## **CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than in the performance of duties for which the person is employed. The employee is bound by the Information Privacy Act 2000, Aged Care Act 1997 and the Health Records Act 2001.

## **MANDATORY ORGANISATIONAL COMPETENCIES**

In accordance with current legislative requirements, all employees have a responsibility to ensure they successfully complete the following competencies as prescribed (on commencement, annually, every two years or as otherwise stated):

- Attend orientation on commencement
- Emergency Response and Fire Extinguisher Training (both theory and practical sessions)
- Manual Handling
- Human Rights, Equal Opportunity Prevention of Workplace Bullying and Managing Diversity in-service.
- Hand Hygiene Training.
- Reporting Elder Abuse.
- Person & Family Centred Care

Refer to the organisations mandatory training policy for full details.

## **CONSUMER ENGAGEMENT**

Benalla Health employees are responsible for meaningful consumer participation so that consumers, carers and community members are active participants in the planning, improvement and evaluation of health services.

This will be demonstrated by:

- New staff attending staff induction forum where the value of partnering with consumers/carers and community members is discussed.
- Evidence that consumers and their significant others are involved in the development of their own care plans and
- Completion of annual competencies that includes the importance of partnering with consumers/carers and community members.

## **PREVENTION AND RESPONSE TO FAMILY VIOLENCE**

It is a basic human right to be respected as an individual. Benalla Health supports this fundamental right through advocacy for the prevention and awareness raising of family violence. Benalla Health is committed to the elimination of Violence.

Each employee at BH will be expected to demonstrate their commitment by:

- Gaining knowledge and the ability to implement a brief intervention to identify and respond to family violence, underpinned by principles of sensitive practice.
- Actively participate in education and events supporting 'the prevention and response to family violence in our organisation and the community.
- Positively contribute to workplace safety and moral.
- Be able to confidently address issues that arise regarding Family Violence for clients and colleagues.

## **PERFORMANCE REVIEW & DEVELOPMENT**

A performance review & development plan will be carried out three months post appointment and thereafter at least once a year. The position description will form the basis for the review. If performance does not meet expectations or additional staff development/guidance is required, performance reviews will be carried out more frequently. The employee can request additional performance reviews at any time in writing.

*This document provides a summary of the role and duties of the position and forms the basis for periodic review of departmental and individual performance.*

*As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organisation's Policies and Procedures.*

<b>EMPLOYEE'S NAME:</b> _____
<b>EMPLOYEE'S SIGNATURE:</b> _____
<b>DATE:</b> ...../...../.....

<b>MANAGER'S NAME:</b> _____
<b>MANAGER'S SIGNATURE:</b> _____
<b>DATE:</b> ...../...../.....

CREATED: December 2016 – MEW NUM  
REVISED: August 2020

# Benalla Health

*Aligning behaviours to our Values and Code of Conduct*

Compassion	Empathy	Accountability	Respect	Excellence
<b><i>In our team we ...</i></b>				
<p>are kind to each other</p> <p>are forgiving</p> <p>respect personal space</p> <p>seek clarity where there is uncertainty</p> <p>maintain confidentiality for those in our care and those we work with</p> <p>encourage and support each other to discuss issues</p> <p>ensure open consultation and two-way communication</p> <p>use eye contact and our tone of voice to demonstrate we are actively listening to the others perspectives</p> <p>we see the person as being separate from any unacceptable behaviour</p>	<p>ask others 'how can we help'</p> <p>act to include each other</p> <p>seek to understand the facts</p> <p>will support those who admit errors</p> <p>pull together especially in tough times</p> <p>have patience for those who are learning</p> <p>are safe to question and be inquisitive</p> <p>report incidents and mistakes recognising we work in a 'just' culture</p> <p>promote a culture of continuous improvement</p> <p>summarise what we have heard to demonstrate our understanding</p> <p>have fun</p>	<p>are honest and reliable</p> <p>do what we say we will do</p> <p>are honest with each other</p> <p>call below the line behaviour</p> <p>reflect on our own behaviour</p> <p>acknowledge problems and seek and/or offer a solution</p> <p>have the courage to speak up and use our voice</p> <p>will comply with reasonable directives</p> <p>follow policies and procedures including rostering rules</p>	<p>acknowledge the views, opinions, beliefs and ideas of others</p> <p>say thank you</p> <p>manage each other up</p> <p>encourage robust discussion</p> <p>smile and greet each other</p> <p>acknowledge people from culturally diverse backgrounds</p> <p>turn up on time</p> <p>apologise when we have hurt others and/or have been below the line in our behaviour</p> <p>model and demonstrate polite behaviour</p> <p>use AIDET when we communicate</p> <p>follow our organisation's dress code and dress appropriately</p>	<p>have a 'can do' attitude</p> <p>work hard</p> <p>choose our attitude</p> <p>encourage innovation</p> <p>lead by positive example</p> <p>work as a team</p> <p>acknowledge when we are wrong</p> <p>encourage each other to be the best we can be and celebrate each other's achievements</p>
<b><i>In our team we do not ...</i></b>				
<p>accept negative comments about others efforts</p> <p>withhold or deliberately make information inaccessible</p> <p>use or threaten to use violence - even in jest</p>	<p>say this is the way we have always done it</p> <p>judge a book by its cover</p> <p>tolerate angry, aggressive behaviour</p> <p>negatively criticise and judge another's performance</p> <p>actively avoid the reporting of events, incidents or issues</p> <p>actively or passively resist change</p> <p>misrepresent or selectively interpret facts</p>	<p>waste time</p> <p>turn a blind eye to poor practice</p> <p>expect other people to clean up our mess</p> <p>openly complain to everyone else except the most appropriate person who could fix the problem or issue</p>	<p>participate in, contribute to or encourage the rumour mill and gossip</p> <p>dismiss other people's opinions and contributions or put down their ideas</p> <p>manage each other down</p> <p>tolerate sexist behaviour or language</p> <p>use unprofessional or inflammatory language such as swearing</p> <p>raise our voices in patient care areas</p> <p>see ourselves as being more important than someone else</p> <p>respond with negative body language such as rolling eyes, huffing/puffing, negative tone of voice, crossing arms or shrugging shoulders</p> <p>talk down and be condescending to others</p>	<p>watch the clock</p> <p>ignore call bells or ringing phones regardless of who is allocated what duties</p> <p>blame others for our actions</p> <p>put our personal likes or dislikes above the needs of the team and our professional responsibility</p>
<b><i>Our standard is what we choose to walk past ...</i></b>				

