



**POSITION DESCRIPTION**

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**Position Title: Personal Carer**

**Job Purpose:**

To provide personal care to residents, to ensure that all care provided reflects current best practice and is resident-centred, follow all verbal and written instructions, and interact with all internal and external stakeholders in a respectful, courteous and polite manner.

The position reports to the RN in the first instance and then to the DON.

**Organisational Values:**

Staff are expected to work with the values in mind at all times

PEOPLE	Integrity, respect and humility
RESIDENTS	Empathy, care, respect, acknowledgement, cultural awareness and diversity
PERFORMANCE	Diligent, effective caring, quality
TEAMWORK	Purposeful, integrated, focused, united
CARE	Compassionate, inclusive, proactive, effective
COMMUNITY	To be judged in a positive light and relevant to the community

**Privacy and Confidentiality:**

It is vital that every member of staff maintain strict confidentiality of all matters relating to the residents and the facility.

**Key Duties:**

**1. Delivery of Care**

- Support residents and their families in a caring manner (e.g. bell calls answered promptly).
- Observe and report any changes in residents' condition promptly to the RN.
- Residents' prescribed treatments strictly adhered to based on Medical Officer directions.
- Emergencies responded to immediately and appropriately (e.g. fire alarm/resident choking).
- Maintain and participate in programs (e.g. continence or compilation of fluid balance charts) under supervision and according to Care Plans.
- Basic medical procedures carried out as delegated by the RN (e.g. dressings, blood pressure, pressure areas).
- Assist and encourage residents to carry out daily living activities (e.g. showering and oral hygiene, dressing and grooming, mobility and transfers, toileting, eating, social

outings and participation) according to Care Plans; RN notified if any prescribed activity not completed (e.g. resident declines to bath, shower, wash, eat, socialise) and documented in progress notes.

- Individual support and attention provided for residents (e.g. feeding, appointments, rehabilitation, behavioural/cognitive).
- Sort linen and clothing in adherence to Infection Prevention and Control guidelines.
- Minor laundering of personal effects.
- Medication given to residents according to charts as endorsed by the doctor and dispensed by the pharmacist using the pre-packed system.
- Perform the full range of care work as defined independently or with minimal supervision.
- Input into resident assessment.
- Input into documentation.
- Input into orientation of new staff.
- Maintain residents' environments in a clean, safe and comfortable condition.
- Individual support and attention provided for residents (e.g. feeding, appointments, rehabilitation, behavioural/cognitive).
- Data collection.
- Supervise and mentor junior employees.
- Coordinate work in a team environment.
- Work from complex instructions and procedures.
- Administration
- Maintain accurate and appropriate documentation (e.g. charts, diaries etc.).
- Complete all admission/discharge procedures as instructed.
- Training and development
- Attend all compulsory training as per DON's directives (e.g. Fire training, manual handling etc).
- Attend in-service training as directed by the DON.
- Workplace Safety
- Incidents reported and accurately documented immediately to the FM/RN or DON using designated procedures.
- Work environment and equipment maintained in a safe, clean and tidy manner with any maintenance requirements or hazards appropriately reported.
- Comply with Workplace Health and Safety policies and procedures.
- General knowledge of work health and safety.
- Continuous Improvement

- Quality issues notified as soon as practicable to Continuous Improvement Coordinator or management.
- Work practices and processes carried out as instructed and by the duty of care, residents' needs and quality guidelines.
- Sound understanding, and compliance with the 8 Aged Care Quality Standards.

### **Performance Review**

Consistent with Edgarley Assisted Living policies, the Personal Carer's performance will be subject to ongoing annual formal review. This review will be tied to the Key Performance Indicators set at the beginning of the current financial year. Indicators as follows:

- Demonstration of practices affirming that each resident is regarded and valued as an individual.
- Effective management of Medication.
- Decisions reflect an effective goal setting consultative approach and respect for confidentiality.
- Demonstrates a commitment to training.
- Demonstrates a commitment to staff appraisal and development.
- Demonstrates an understanding of safe resident handling techniques and the application of those techniques on residents and staff.
- Demonstrates an understanding and commitment of OH&S policies and procedures and their implementation and further development.
- Demonstrate a sound understanding and application of appropriate infection control procedures and practice under the policies and procedures as outlined in the Infection Control Manual of Edgarley Assisted Living.
- Demonstrates cohesive team work and staff/volunteer multi-skilled to potential.

### **Mandatory Qualifications, Experience and Attributes:**

- Certificate III in Individual Support or Certificate IV in Ageing Support.
- Maintain current Police Check.
- Current First Aid Certificate.
- Current CPR Certificate.
- Computer literacy.
- Ability to work well under pressure.
- Active, hands-on team member approach to work and challenges.
- Self-motivated with highly effective written/verbal communication skills.
- Common sense approach to problem-solving.
- Good time management and organisational skills.
- Demonstrated commitment to quality service and customer satisfaction.

### **Desirable Experience and Attributes:**

- Experience within a residential care setting or similar setting.

- Basic dressings knowledge and experience.
- Temperature, pulse, blood pressure, blood sugar levels experience.
- Understanding of the Charter of Resident's Rights and Responsibilities in Aged Care.
- Understanding of person-centred care.

## Key Performance Indicators

Key Result Areas	Key Activities	Standard Measures
<b>Edgarley Values</b>	<ul style="list-style-type: none"> <li>• Demonstrate and uphold the values of Edgarley Assisted Living</li> <li>• Ensure that the values of Edgarley Assisted Living are incorporated into daily practices in relation to all activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Be compassionate and provide support to customers and staff.</li> <li>• Consistently shows respect, empathy, cultural awareness and values each person's dignity.</li> <li>• Seeks opportunities to be innovative for improvement.</li> <li>• Is accountable for a high standard of care.</li> <li>• Communicates and operates openly and honestly as an effective team member.</li> </ul>
<b>Customer Services</b>	<ul style="list-style-type: none"> <li>• Promote a consumer-focused approach in all activities and behaviours</li> <li>• Ensure that consumers are aware of their rights and responsibilities and are provided with information about their treatment and care</li> <li>• Involve the consumer in their care</li> <li>• Include consumer preferences in the care plan</li> <li>• Ensure consumer confidentiality is maintained at all times</li> <li>• Ensures that information is provided in a language and manner that meets the individual's needs</li> </ul>	<ul style="list-style-type: none"> <li>• Care plans are consumer-centred</li> <li>• Consumers are aware of their rights and responsibilities</li> <li>• Care reflects consumer preferences</li> <li>• Consumers feel that they are the focus of care</li> <li>• Communication is respectful</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Practice according to the National Code of Conduct for health care workers</li> <li>• Demonstrates a positive attitude to the agreed role and responsibilities of the position</li> <li>• Understands and demonstrates behaviours that reflect the Mission, Vision and Core Values of Edgarley Assisted Living</li> </ul>	<ul style="list-style-type: none"> <li>• Contributes actively to the team.</li> <li>• Provides support for team members.</li> <li>• Reports are completed accurately and timely.</li> <li>• Staff report satisfaction with levels of reporting.</li> <li>• Contributes to a fair and equitable roster system</li> <li>• Communication is effective to meet the needs of staff, residents and visitors.</li> </ul>
<b>Safety</b>	<ul style="list-style-type: none"> <li>• Complete incident reports.</li> <li>• Elect and support health and safety representatives.</li> <li>• Contribute to risk assessments.</li> <li>• Participate in training and meetings regarding safety.</li> </ul>	<ul style="list-style-type: none"> <li>• Reports hazards, near misses and injuries immediately.</li> <li>• Use of personal protective equipment.</li> <li>• Comply with risk management policies and procedures and instruction.</li> </ul>

		<ul style="list-style-type: none"> <li>Attend all safety meetings and training sessions.</li> </ul>
<b>Education and Personal Development</b>	<ul style="list-style-type: none"> <li>Willingness to continue to improve your skills and standards</li> <li>Initiative to maintain industry requirements for your scope of practice</li> <li>Willingness to suggest further education to be provided at EAL.</li> </ul>	<ul style="list-style-type: none"> <li>Successfully pass all competency tests and assignments</li> <li>Full (100%) attendance at all compulsory educational sessions</li> <li>Minimum of 20 hours of educational development appropriate to the scope of practice every year (January to December)</li> </ul>
<b>Quality and Continuous Improvement</b>	<ul style="list-style-type: none"> <li>Participates and pro-actively contributes to the review of procedures, which aim towards best practice</li> <li>Assist with the resolution of complaints</li> <li>Liaises with relevant community agencies to promote optimal consumer health</li> <li>Commitment to Quality &amp; Continuous Improvement</li> <li>Minimum Compliance with Aged Care Accreditation Standards</li> <li>Compliance with EAL policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Participation in the facilities Continuous Quality Improvement committee</li> <li>Assistance in preparation of the facilities Accreditation application if required</li> <li>Adherence to EAL policies and procedures</li> <li>Active participation in identifying and solving problems relating to areas of responsibility</li> <li>High consumer satisfaction levels</li> </ul>
<b>OH&amp;S and Infection Prevention &amp; Control</b>	<ul style="list-style-type: none"> <li>Strictly follow all OHS and infection control policies, procedures and processes</li> <li>Promote best practice OHS and infection control in their daily tasks</li> <li>Ensure there is a safe and hazard-free workplace</li> <li>Implement all necessary controls if and when required</li> <li>Participate in training and meetings regarding OHS and Infection Control</li> </ul>	<ul style="list-style-type: none"> <li>Report hazards, near misses and injuries immediately</li> <li>Uses personal protective equipment</li> <li>Comply with risk management policies and procedures and instruction</li> <li>Attend all safety meetings and training sessions</li> <li>No Workcover claims through inappropriate practices</li> <li>No accidents/incidents due to poor work practices or mishandling chemicals or equipment</li> </ul>

**Agreement:** I have read, understood and agreed to comply with this job description and key result areas.

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

Note: please, enter your initials on each page of this document.