



Position Title: Personal Care Worker	
Reports to: Team Leader OR Care Coordinator OR Facility Care Co-ordinator as applicable to work site location.	
Internal VRSLC Relationships: <ul style="list-style-type: none"> - Facility staff and management - Other VRSLC departments - Residents 	
External Relationships: <ul style="list-style-type: none"> - Health care providers and related government services - Resident families, friends, guardians or significant others 	
Purpose of Position: The provision of personal care services to meet the social, physical, spiritual, cultural and emotional needs of the client in line with the requirements of the Aged Care Standards.	
Key Result Areas Here (what is required to be done)	Performance Indicators Here (how do you know it has been done)
CONDUCT	
<p>Develop and maintain and awareness and role modelling of Vasey RSL Care's vision, mission and values.</p> <p>Awareness and adherence to Vasey RSL Care Code of Conduct, and policies and procedures.</p> <p>Work co-operatively and communicate effectively with others as required.</p>	<p>Actions and behaviours in the workplace in line with vision, mission and values.</p> <p>Complies with organisational policies and procedures.</p> <p>Communication is carried out in a non threatening, non aggressive and culturally sensitive manner.</p> <p>Information and knowledge is shared with others as necessary and appropriate.</p> <p>Takes responsibility for own work, and assists other team members, or business units where appropriate.</p>

	<p>Interpersonal styles and methods are adjusted to the organisation's social, and cultural environment.</p> <p>Effective professional relationships are developed within the framework of the organisation's social, ethical, and business standards.</p>
QUALITY / CONTINUOUS IMPROVEMENT	
Participate in the continuous improvement process and VRSLC Quality System.	<p>Identifies, responds to and implements continuous improvement within the scope of the position via the Quality Improvement Request process.</p> <p>Carries out Quality Audits as required.</p>
HUMAN RESOURCES	
<p>Attend staff meetings as required.</p> <p>Participate in the VRSLC Staff Performance and Development Review procedure.</p> <p>Report any training / develop needs you identify to your direct supervisor when you become aware of them.</p> <p>Report any breaches of VRSLC standards that you become aware of to your direct supervisor</p> <p>Staff Grievance Procedure to be followed to resolve any issues or concerns.</p>	<p>Staff meetings attended as required.</p> <p>Participation in the Staff Performance and Development Review procedure occurs.</p> <p>Training / Development needs reported to direct supervisor when becomes aware of them.</p> <p>Breaches of VRSLC standards are reported to direct supervisor when becomes aware of breach.</p> <p>Staff Grievance Procedure followed to resolve any issues or concerns.</p>
CUSTOMER SERVICE	
<p>Provide quality customer service to residents, their families or other customers by:</p> <ul style="list-style-type: none"> - Upholding residents' rights and where necessary consult and advocate on behalf of the residents. - In consultation with your supervisor, ensure that residents cultural, spiritual, and other individual needs are incorporated into all aspects of care and daily living. - Provide residents with as much freedom of choice as possible and encourage each resident to be involved in the daily life of the facility. - Develop effective professional relationships with residents, families and other customers which are within the framework of the organisations social, ethical, and business standards. 	<p>Analysis of resident survey indicates service standards are being met. Service quality is maintained, and continuously improved.</p> <p>Residents' cultural, spiritual and other individual needs are met.</p> <p>Resident choice is upheld, as evidenced by analysis of resident survey, and meeting requirements of accreditation and unscheduled visits.</p> <p>Effective professional relationships with residents, families and other customers which are within the framework of the organisations social, ethical, and business standards are developed.</p>

BUSINESS ADMINISTRATION / PLANNING	
Nil	Nil
SPECIALIST KNOWLEDGE / TECHNICAL SKILLS	
Attend compulsory training as directed.	Compulsory training attended.
Develop and maintain a current working knowledge of: <ul style="list-style-type: none"> - Current personal care processes and practices - Aged Care Accreditation Standards - Resident Classification Scale - Aged Care Funding Instrument - Resident Rights 	Knowledge maintained as required as evidenced by work practices, the meeting of requirements detailed in standards, funding instruments and resident rights charter.
Maintain and update computer skills including but not limited to Q Doc, and I Care, internet, e mail, and Word.	Computer skills are maintained and updated.
Maintain a current working knowledge of the needs of older people and the Veteran Community	Current working knowledge of the needs of older people and the Veteran Community maintained.
REGULATORY COMPLIANCE	
Comply with all regulatory compliance requirements.	Complies with all regulatory compliance requirements.
Report any breaches of regulatory compliance to your line supervisor as soon as they are identified.	Breaches of regulatory compliance are reported to line supervisor as soon as they are identified.
RESIDENT CARE AND LIFESTYLE	
In consultation with your supervisor, carry out initial and ongoing assessment of all resident care needs in consultation with residents / families / carers as directed and accurately transcribe on the resident's individualised care plan.	
In consultation with your supervisor, evaluate and update resident care assessments and care plans as directed.	Initial and ongoing assessments of all resident care occurs as detailed.
Implement individualised care plans, reflecting resident choice and preferences, and provide personal care in accordance with VRSLC procedure, and Aged Care Standard requirements,	Resident assessments and care plans are updated as directed.
	Individualised care plans are implemented as detailed, and personal care is provided in accordance with VRSLC procedure and Aged Care Standards.

<p>Report any changes or concerns in relation to resident needs to your supervisor during the shift on which you identify them.</p> <p>Administer medications as detailed in the care plan, in accordance with VRSLC procedure and applicable legislation. In the event of medication non compliance, follow the VRSLC Medication Management Procedure including completion of required documentation as per this procedure .</p> <p>Work collaboratively with Lifestyle staff and volunteers, and support residents as may be required to participate in a wide range of lifestyle activities in accordance with care plan and individual preferences.</p>	<p>Report any changes to resident needs to your supervisor on the shift on which they are identified.</p> <p>Medication administered and monitored, and medication errors dealt with as detailed.</p> <p>Lifestyle needs and preferences of residents are met.</p>
DOCUMENTATION	
<p>Carry out resident assessments and care plans accurately within required time frames.</p> <p>Assist with ACFI assessments as directed and implement in accordance with statutory requirements.</p> <p>Complete documentation as required by VRSLC procedure / Our Quality System.</p>	<p>All residents have assessment and care planning process carried out in line with the VRSLC procedures.</p> <p>All residents have a current and complete individualised care plan that meets that person's specific needs and preferences and this plan is known and actioned by direct care staff.</p> <p>Assistance with ACFI assessments carried out as directed and implemented in accordance with statutory requirements.</p> <p>Documentation carried out as required by OUR Quality System / VRSLC.</p>
OTHER	
<p>Carry out work in accordance with duty list.</p> <p>Other duties as required within the scope of this position and scope of practice.</p>	<p>Work carried out in accordance with duty list.</p> <p>Other duties carried out as required.</p>
<p>Key Selection Criteria – Essential</p> <p>Certificate III in Aged Care or equivalent, or willingness to undertake</p> <p>Proven good communication and interpersonal skills</p> <p>Ability to utilise an electronic documentation system</p> <p>Ability to work co-operatively as part of a team</p> <p>Ability to effectively manage time and organise work load</p> <p>Ability and commitment to work according to the principals of continuous improvement and continuous learning</p> <p>Ability to undertake documentation</p> <p>Ability to understand and comply with regulatory compliance and VRSLC procedures</p> <p>Ability to contribute to the assessment, planning, implementation, evaluation, of quality care</p> <p>Satisfactory completion of a National Police Records Check (arranged by Vasey RSL Care)</p>	

Key Selection Criteria – Desirable

Knowledge and understanding of Aged Care Accreditation Standards
Understanding of the needs of older people and the veteran community
Previous experience with an electronic documentation system
Previous experience in the provision of personal care
Previous experience in the provision of personal care in an Aged Care Facility
Knowledge and understanding of the Resident Classification Scale and Aged Care Funding Instrument
Dementia Care training
Medication competency

Incumbent Statement

I have read, understood and accept the above position description, which may be amended from time to time.

Signed _____ Date _____