

POSITION DESCRIPTION

ON LUCK CHINESE NURSING HOME

PERSONAL CARE ASSISTANT (PCA)

At Chinese Community Social Services Centre Limited (CCSSC), we are committed to the provision of professional welfare services and quality aged care for members of the Chinese-Victorian community. We achieve our mission by attracting and retaining the best staff.

Responsible to: Director of Nursing (DON) / Line manager / Nurse in charge

Basis of Employment: Full-time, Part-time, and Casual

Responsible for: Providing essential support with personal hygiene, daily living activities, and medical monitoring for consumers. You will assist with toileting, bathing, grooming, and feeding, ensuring their comfort and well-being. You will also monitor vital signs, maintain detailed records, and help with safety checks and environmental upkeep. Effective communication with RNs and team members is crucial, as is adhering to protocols and ensuring thorough shift handovers.

Position Context and Objectives:

The purpose of the role is to:

- Provide compassionate and comprehensive care to support consumers with their personal hygiene, daily activities, and overall well-being, ensuring they live comfortably and safely.
 - Collaborate with healthcare professionals to monitor health status, maintain accurate documentation, and ensure a safe and clean environment, facilitating coordinated and high-quality care.
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KEY RESPONSIBILITIES AND DUTIES:

1. Specific Responsibilities related to Personal Care Assistant

1.1 Consumer Assistance and Personal Care:

- Assist consumers with toileting, bathing (shower or sponge baths), oral care, grooming, shaving, and hair care.
- Ensure consumers are comfortable and their personal hygiene needs are met throughout the day.
- Aid in feeding consumers during mealtimes as required.

1.2 Daily Living Support:

- Help consumers with activities of daily living (ADLs), including dressing, undressing, and mobility assistance.
- Monitor and assist with incontinence care and repositioning to prevent pressure injuries.

1.3 Medical and Health Monitoring:

- Perform regular checks and measurements such as blood pressure, oxygen saturation (SpO2), body temperature, and weight.
- Record and report any significant changes or concerns to the RN in charge promptly.

1.4 Documentation and Reporting:

- Maintain accurate records of consumer care activities including toileting, showers, meals, and vital signs.
- Complete required documentation such as bowel charts, fluid balance charts, and safety monitoring records.

1.5 Safety and Environment Management:

- Monitor and respond to consumer safety needs, including checking sensor mats, call bells, and bed side safety checks.
- Maintain a clean and organized environment, including housekeeping tasks and waste management.

1.6 Team Collaboration:

- Collaborate effectively with RNs and other team members to ensure coordinated care delivery.
- Communicate any concerns or issues regarding consumers' health, safety, or well-being to the RN promptly.

1.7 Shift Handover and Compliance:

- Clock in and out at the beginning and end of shifts, adhering to duty schedules and ensuring thorough handovers with incoming staff.
- Follow all protocols and procedures as directed by the RN and facility policies.

2. General

- 2.1 Ensure compliance with the mission & vision of Chinese Community Social Services Centre Limited (CCSSC) – On Luck Chinese Nursing Home.
- 2.2 Ensure compliance with statutory regulations, including the Aged Care Quality Standards.
- 2.3 Demonstrate empathy and compassion toward care recipients.
- 2.4 Ensure that the personal care delivered meets the individual needs of care recipients.
- 2.5 Never leave care recipients unattended during procedures.
- 2.6 Work independently, with minimal supervision, and take responsibility for the care provided.
- 2.7 Maintain a pleasant, courteous, and professional demeanor at all times.
- 2.8 Foster effective working relationships and teamwork with colleagues.
- 2.9 Ensure economical use of supplies and resources.
- 2.10 Adhere to strict confidentiality principles in all matters related to care recipients and workplace operations.
- 2.11 Agree to follow all reasonable lawful directions and instructions as given by the Employer or specific supervision.

- 2.12 Ensure respectful communication with care recipients and their families.
- 2.13 Maintain a high standard of personal hygiene and grooming.
- 2.14 Promote a positive work culture and contribute to the team's success.

3. Infection Control

- 3.1 Ensure compliance with Infection Control Standards at all times.
- 3.2 Adhere to the principles of Universal Precautions.
- 3.3 Ensure ongoing surveillance and prevention of infections, with regular assessments and updates.
- 3.4 Monitor and ensure staff compliance with Infection Control protocols.
- 3.5 Report and document any infection control breaches immediately.
- 3.6 Work with the Infection Control team to implement infection control measures.
- 3.7 Ensure the cleanliness and sanitization of workspaces, equipment, and common areas.
- 3.8 Follow and enforce isolation protocols when necessary (for positions requiring direct patient care).

4. Education

- 4.1 Participate in all mandatory training sessions, including Elder Abuse, Manual Handling, Fire Safety Training, Fire Evacuation/Drills, and CPR (annually).
- 4.2 Engage in ongoing professional development and education to maintain and enhance knowledge of aged care practices.
- 4.3 Attend both internal and external training as required to keep abreast of changes and best practices in care.
- 4.4 Ensure that the organization's philosophy and values are understood, practiced, and reinforced with staff.
- 4.5 Participate in the ongoing education and training of the nursing home's staff as required.
- 4.6 Develop, review, and facilitate training programs based on the assessed training needs of staff.
- 4.7 Provide feedback on staff training programs and contribute to improvements.
- 4.8 Encourage and support staff in attending required educational sessions to improve their skills.
- 4.9 Facilitate one-on-one training sessions when needed, focusing on personal and clinical care.
- 4.10 Monitor staff performance and conduct competency checks and audits as required (specific to RN and EN positions).
- 4.11 Ensure that all staff demonstrate understanding and competence in delivering care that meets the needs of the care recipients.
- 4.12 Promote a learning environment by sharing knowledge, providing guidance, and supporting staff.

5. Occupational Health and Safety

- 5.1 Provide and maintain a working environment that is safe and free from risks to health, as far as is practicable.
- 5.2 Take care of your own health and safety, and ensure the health and safety of others who may be affected by your actions or omissions.

- 5.3 Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and organizational policies and promote a working environment that is congruent with these guidelines.
- 5.4 Promote a working environment that is aligned with OH&S guidelines and safe work practices.
- 5.5 Ensure staff are familiar with the correct operation of equipment and safety procedures.
- 5.6 Ensure the correct use of personal protective equipment (PPE) as required.
- 5.7 Participate in the preventive maintenance and risk management program to identify and eliminate potential hazards.
- 5.8 Ensure that staff are trained in safe lifting techniques, equipment operation, and transferring procedures, including the correct use of personal protective equipment (PPE), and ensure competency in these practices across all relevant roles (RN, EN, and CCC positions), in accordance with the Nursing Care Plan for each care recipient.
- 5.9 Assist staff in reporting and documenting any accidents, incidents, or hazards promptly, ensuring documentation is accurate and complete.
- 5.10 Follow procedures for investigating and addressing accidents and incidents, ensuring the cause is determined and corrective actions are taken (specific to RN and EN positions).
- 5.11 Ensure that care recipients' privacy and dignity are respected during all procedures, including informing and instructing them prior to interventions.
- 5.12 Ensure that all furniture and equipment are correctly stored to minimize the risk of accidents or falls.
- 5.13 Ensure that all spills are cleaned immediately to prevent slipping hazards.
- 5.14 Cooperate with Return to Work Coordinators regarding return-to-work policies when applicable.
- 5.15 Assist with the implementation of OH&S requirements in accordance with the OH&S Act.
- 5.16 Ensure that all care recipients have a clean, safe, and comfortable environment at all times.
- 5.17 Ensure that a clean and safe working environment is maintained for all staff, care recipients, and visitors.
- 5.18 Ensure that staff wear comfortable, non-slippery shoes while working to reduce the risk of slips, trips, and falls.
- 5.19 Ensure that care recipients are well positioned with correct body and limb alignment at all times to promote comfort and prevent injury.

6. Confidentiality

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act and the Health Record Act.

7. Equal Employment Opportunity

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behavior and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. Workplace Relations

Treat all employees of the Organization with respect and dignity and without discrimination or harassment. Employ the skills of timely and effective communication with healthcare personnel to guide and achieve optimal resident/performance outcomes.

9. Quality Assurance

- 9.1 Participate actively in the Quality Assurance Program of the Nursing Home to provide evidence based continuous improvement activities.
- 9.2 Report any relevant problems or concerns for continuous improvement to Department Head / Line manager.
- 9.3 Participate in appropriate staff meetings as scheduled.
- 9.4 Report any relevant issues / concerns to the Department head / Line manager.

SKILLS & EXPERIENCE

Qualification:

- Certificate III or IV in Aged Care / Individual Support / Aged Care or Home & Community Care or equivalent
- Must have a valid Police Check or be willing to undergo one.

Experience:

Essential:

- Experience working in a residential aged care facility.
- Possess high level of interpersonal and communication skills.
- Good customer service skills ability, willing to consult consumers regarding their needs, choices and preferences.
- Demonstrated capacity to deliver safe and quality care and services.
- A good team player
- Able to document in English
- Able to speak at least 1 Chinese dialect
- Reliable, professional, caring, and respectful to consumers

Desirable:

- Understanding of the requirements of Aged Care Quality Standards an advantage
- Able to speak both Cantonese & Mandarin is highly desirable

PERFORMANCE APPRAISAL

The Personal Care Assistant's performance shall be evaluated by the Director of Nursing (DON) and/or delegate at three months, six months service and at the conclusions of 12 months service and thereafter each subsequent 24 months, on termination of service and/or on request.

CCSSC's policy is that concerns over skill and performance of employees are addressed, wherever possible, through a performance appraisal, which is not related to the Disciplinary Procedure.

Note: Statements in this position description are intended to reflect, in general, the duties and responsibilities of the position and are not to be interpreted as being all-inclusive.

AVAILABLE ASSISTANCE

- Orientation program on commencement
- Ongoing education and training
- Policies, Procedures and Guidelines for duties
- Legislative Requirements for duties
- Maintenance system to ensure the duties are performed within the Policies, Procedures and Guidelines
- Equipment to be maintained in a safe and functional manner

AUTHORISATION



Authorised by:

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Chief Operating Officer

Date:

December 2024

Review Date:

when required

EMPLOYEE POSITION DECLARATION

Ihave read and understand the Position Description and Physical Requirements and agree that I have the physical ability to fulfil this position and in fulfilling the Key Responsibility Areas. I understand that the information provided is a general outline and may not encompass every aspect of the position.

I have initialled the top right-hand corner of each page as confirmation of reading and understanding the position and physical requirements.

I understand that this is separate to the Employment Contract that I will sign/have signed*, outlining the Employment Details.

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Signature

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Date

.....
Line Manager's Signature

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Date

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Line Manager's Name

*Delete as necessary