

POSITION DESCRIPTION

PERSONAL CARE WORKER (PCW)

The Chinese Community Social Services CCSSC Limited (CCSSC) is committed to the provision of culturally responsive and high-quality community and residential care for elderly members of the Chinese-speaking community in the State of Victoria (Chinese-Victorian community). We also offer professional welfare services in migrant settlement as well as disability. We achieve our mission by attracting and retaining the best staff.

Responsible to: Program Manager and delegates

Basis of Employment: Casual

POSITION OBJECTIVES:

The Personal Care Worker (PCW) is responsible to provide direct care support to participants such as personal care, domestic support and respite support. This position will be working within the home environment of the participants being supported and will involve travel to and from the participants' homes as required. Flexible working hours are required.

The purpose of the role is to:

- Ensure effective provision of services to participants to meet their needs
- Ensure that services are delivered in an appropriate, caring and respectful manner.
- Ensure compliance with quality and risk management accountability requirements and reporting processes in accordance with funding requirements and CCSSC policy.

KEY RESPONSIBILITIES AND DUTIES:

1. Specific Responsibilities related to Personal Care Worker (PCW):

- 1.1 Provide home care to participants in accordance with participants' care plan or support plan.
- 1.2 Provide home care including:
 - 1.2.1 general housekeeping including duties such as assisting with meal planning and preparation, house cleaning and tidying up, laundering and shopping.
 - 1.2.2 personal care such as assisting with bathing, sponging or showering of participants, assisting with toileting, assisting with mobility such as getting out of bed, dressing, transferring to a commode or wheelchair.
 - 1.2.3 Assist participants with eating and drinking where required, including feeding assistance where appropriate.
- 1.3 Transport participants to attend appointments, participate in community activities, and maintain social connections to promote independence and wellbeing.

- 1.4 Assist with exercises, physiotherapy and other medical or allied health treatment plans as directed by health professionals.
- 1.5 Banking and paying bills in accordance with participants' and/or their primary carers' request.
- 1.6 Provide respite care as required.
- 1.7 Provide feedback to line manager and other health professionals as required.
- 1.8 Monitor and report any changes in participants' health or wellbeing through visual observation, communication and other appropriate means.
- 1.9 Maintain the dignity, integrity, rights and confidentiality of participants.
- 1.10 Carry out other duties as directed by the Acting Program Managers, and/or Senior Managers, and/or Care Partners, Service Support Team.
- 1.11 Accurately document services provided, progress notes, incidents, and any changes in participant condition in accordance with organisational policies and regulatory requirements.
- 1.12 Follow infection prevention and control procedures including hand hygiene, use of personal protective equipment (PPE), and maintaining a safe environment for participants.
- 1.13 Apply safe manual handling techniques and use appropriate equipment when assisting participants with transfers, mobility, or repositioning.
- 1.14 Monitor participants' wellbeing and report any concerns regarding risk, neglect, abuse, or changes in condition in accordance with organisational policies and procedures.
- 1.15 Communicate effectively and respectfully with participants, families, carers, and colleagues while recognising cultural values, preferences, and individual needs.
- 1.16 Provide medication reminders or assist with self-administration of medication where permitted under organisational policy and training.
- 1.17 Maintain professional boundaries, punctuality, reliability, and respectful behaviour when providing services in participants' homes.
- 1.18 Participate in mandatory training, supervision, and professional development activities to maintain competency and comply with organisational and industry standards.
- 1.19 Provide companionship and emotional support to participants to enhance their wellbeing and quality of life.

2. Teamwork

- 2.1 Work as a member of CCSSC's team and carry out your duties in a manner that reflects the mission and values of CCSSC.
- 2.2 Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others.
- 2.3 Regularly attend and participate in staff meetings and ensure meeting minutes, memorandums and information are read and acted upon.
- 2.4 Actively contribute to the establishment and maintenance of constructive relationships within the organisation.

3. Continuous Improvement/Quality Management

- 3.1 Ensure compliance with CCSSC's policies and procedures
- 3.2 Support a culture of continuous improvement and program evaluation.
- 3.3 Contribute to the success of CCSSC as a leading aged care and welfare service provider.

4. Health and Safety

- 4.1 Adhere to Health and Safety regulations, policies and procedures
- 4.2 Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and participants
- 4.3 Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturer's instructions and organisational guidelines and reports any breakdown or requirements to Maintenance team
- 4.4 Demonstrate awareness of health and safety law and safe manual handling as relevant to position
- 4.5 Demonstrate an understanding of own role and responsibility in the event of fire and/or other emergency including the ability to evacuate self and persons as appropriate
- 4.6 Participate in training and education sessions regarding occupational health and safety.
- 4.7 In the event of accidents or incidents that involve staff, participants or volunteers, accurately complete accident/incident forms as may be required and report to the management team.
- 4.8 In the event of hazard identification, complete relevant form and report to management team.
- 4.9 Immediate reporting to management team of notifiable issues e.g. key risks to the organisation.

5. Professional Responsibilities

- 5.1 Comply with all Privacy Legislation requirements and CCSSC confidentiality policy when communicating any and all information pertaining to participants, volunteers, staff and the operations of CCSSC.
- 5.2 Consistently exercise appropriate professional judgment in all decisions made that are related to the daily operation and the reputation and interests of CCSSC
- 5.3 Assist in the development of organisation and a positive attitude to participants' participation across the organisation
- 5.4 Maintain abreast of current practice and trends in quality management systems as they relate to the required accounting standards and provision of aged care services
- 5.5 Recognise the need for, and actively participate in continuing education and development.

6. Other Duties

- 6.1 To participate in and contribute to other activities of the Centre as required
 - 6.2 Perform other duties as delegated by the Management, Program Manager and delegates.
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ESSENTIAL REQUIREMENTS

To competently perform in this position, the person should possess the following knowledge, skills and experience:

- Certificate III qualification in Individual Support or equivalent.
- Hold current First Aid certificate and current CPR certificate.
- Be able to speak fluent Cantonese and/or Mandarin, and to communicate and read simple English.
- Demonstrated strong commitment to excellence and quality in the provision of aged care and disability services.
- Well-developed problem solving skills.
- Ability to complete documentation to meet quality assurance and funding requirements.
- Demonstrated ability to document concisely and effectively in participant's communication book of issues concerned.
- Demonstrated ability to solve problems and contribute to continuous improvement.
- Commitment to, and willingness to participate in, continuing training and education related to area of employment.
- Ability to work independently without close supervision and to work effectively, respectfully and collegially in team environment.
- Ability to establish and sustain rapport with participants and their family while maintaining a professional non-intrusive approach.
- Ability to use initiative, to adapt to change, and to be flexible in the approach to providing services.
- Highly developed interpersonal skills and ability to work with participants of differing backgrounds whilst maintaining role and professional boundaries.
- Proven ability to work both independently and to participate as an effective team member.
- Current satisfactory police check.
- Current driver licence.
- Reliable motor vehicle (including valid registration and insurance).
- Mobile phone available to be used for job use.

Desired

- Basic food handling certificate, dementia or OH&S Training.
 - Medication endorsement/competency/qualification.
 - Previous experience in the application of quality assurance and continuous improvement systems.
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PHYSICAL REQUIREMENTS

Requirement	Frequency		
	Infrequent 0% to 25%	Frequent 25% - 75%	Continuous 75% - 100%
<i>Whole body and lower limb movement</i>			
Standing and walking			X
Sitting at desk <i>Carrying out documentation or administration requirements</i>	X		
Climbing <i>Ascending or descending stairs or ladders</i>		X	
Bending and Crouching <i>Bending at waist level, crouching to floor level</i>		X	
Kneeling		X	
Balancing			X
<i>Upper body and upper limb movement</i>			
Reaching, stretching and twisting (forward, side and above) <i>Reaching in all directions and ability to twist at the waist</i>			X
Grasping/Finger Movement <i>Pinching, picking and typing to hold onto objects</i>			X
Repetitive Motions <i>E.g., typing</i>			X
<i>Sensory</i>			
Hearing and speaking <i>Maintaining hearing acuity, understanding and interpreting conversations at a distance of up to 1 meter</i>			X
Visual Perception <i>Maintaining 20/40 vision (using correction if required), seeing and recognising objects, reading documents, discriminating between colours, determining depth perception.</i>			X
Smell <i>Distinguishing odours and identifying hazards</i>			X
Handling and Feeling <i>E.g., finger dexterity, hand-eye coordination, full hand and wrist movement, perceiving attributes of objects or participants by touching</i>			X