

POSITION DESCRIPTION

PERSONAL CARE ASSISTANT – MEDICATION COMPETENT

Position Title: PERSONAL CARE ASSISTANT – MEDICATION COMPETENT
Basis of Employment: Full time / Part Time / Casual
Reports to: Registered Nurse in Charge

Position Summary:

This role's overall purpose within Villa Del Sole is to:

1. Work within a multidisciplinary team, practicing with and under the direction and supervision of the Registered Nurse (RN) and Enrolled Nurse (EN), in the provision of health and personal care in accordance with Villa Del Sole's philosophy of care
2. Uphold the principles of best practice, contribute to and participate in the continuous improvement of Villa Del Sole.
3. Personal Care Assistants retain responsibility for their personal actions whilst remaining accountable to the RN and EN for all delegated functions.

Practice must always be in a manner consistent with:

- the mission, vision, values, policies and procedures of Villa Del Sole
- The Charter of Aged Care Rights
- the Employee Code of Conduct
- the Australian Privacy Principles (*Cth*)
- the Aged Care Act (*Cth*) and the Aged Care Quality Standards (*Cth*)
- the Occupational Health and Safety Act 2004 (*Vic*)
- Work Health and Safety Act 2011 (*Cth*)
- the Drugs and Poisons Act (*Vic*)

KEY ACCOUNTABILITIES

1. CONSUMERS

- 1.1 Delivery of services meets Legislative requirements and any policy and administrative guidelines as set by the commonwealth.
- 1.2 Be prompt and courteous when interacting with consumers, families and colleagues; this includes being responsive to call bells, etc.
- 1.3 Treat the consumer with dignity and respect and support them to maintain their identity, make informed choices about their care and live the life they choose.
- 1.4 At all times the privacy, dignity and consumer right to confidentiality is maintained and respected. Be a role model in this regard e.g. knocking on doors before entering, not discussing consumers in front of other consumers/staff, maintaining confidentiality of consumer details/information.
- 1.5 Provide personal care according to individualised care plans and directions of the RN/EN.
- 1.6 Consumers get personal care and/or clinical care that is safe and right for them.
- 1.7 Quality personal care and services are provided e.g. consumers are well-groomed, hair is clean, men are shaved, clothing is clean and appropriate, footwear is adequate, mouth care is provided, food and fluids are adequate, consumers with incontinence are managed according to individual plans. Beds are made/freshened.
- 1.8 Support consumers to meet daily living needs including nourishment, hydration, mobility, personal hygiene, treatments, activities and other support within the care plan and as Villa Del Sole's policies and procedures, in a manner that encourages the independence of consumers.

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- 1.9 In consultation with the RN/EN contribute to the assessment, planning, implementation and evaluation of consumer care individualised care is provided to consumers.
- 1.10 Provide support and assistance to maintain a clean comfortable, safe, secure and homelike environment for the consumers where the consumer feels that they belong and are safe and comfortable.
- 1.11 Carry out work activities according to organisational procedures, duty statement and the care plan.
- 1.12 Consumers' established routines, preferences and customs are encouraged and facilitated where possible.
- 1.13 Respond to situations of risk or potential risk to the consumers.
- 1.14 Demonstrate an empathetic approach and positive attitude to consumers.
- 1.15 Support the creation of a relaxing and comfortable dining service. All consumers receive the nutrition and hydration that they require and consumers who require assistance at meals receive the help that they need.
- 1.16 Report any changes in consumer's conditions, uncharacteristic or inappropriate behaviour, and take appropriate action as required.
- 1.17 Respect consumers' right to refuse care and treatment, document in progress notes.
- 1.18 Report immediately any situation of suspected elder abuse or a missing consumer according to Villa Del Sole's policy and procedure.
- 1.19 Encourage and support consumers to give feedback and make complaints.
- 1.20 Demonstrate excellence in customer service at all times.

2. Medication

- 2.1 Accurate consumer medication administration in line with established policies and procedures and legislative requirements.
- 2.2 Administration of medication only on the written instruction of a medical practitioner, dentist, nurse practitioner or optometrist.
- 2.3 Administration of medication via an approved topical route only.
- 2.4 Exercise competent decision making skills in recognition of situations where further advice may be necessary prior to administration.
- 2.5 Exercise judgement and seek further advice from RN regarding the withholding of medication.
- 2.6 Medications which require preparation are prepared according to manufacturer's instructions.
- 2.7 Accurately observe, record and report all relevant aspects of medication administration.
- 2.8 Monitor consumers' vital signs and related observations and report any changes in health status to the RN.

3. Teamwork

- 3.1 Contribute to a harmonious workplace and carry out duties in a cooperative and respectful manner that recognises the role of other team members in the delivery of a quality service.
- 3.2 Actively contribute to the establishment and maintenance of constructive relationships within the team.
- 3.3 Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others.
- 3.4 Regularly attend and participate in staff meetings and ensure meeting minutes, memorandums and information for staff are read and acted upon.

4. Continuous Improvement /Compliance

- 4.1 Comply with all Villa Del Sole's policies and procedures; be able to locate and refer to the relevant policy manuals. Demonstrate an understanding of the legal aspects of these policies and comply at all times (e.g. Aged Care Act, OH&S Act, Privacy Act, Food Safety Act) in accordance with role.
- 4.2 Provide personal care services in accordance with the Aged Care Quality Standards
- 4.3 Administer medications safely in accordance with law (where assessed as competent to do so).
- 4.4 Report immediately any situation of suspected elder abuse or a missing consumer according to Villa Del Sole's policies and procedures.

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- 4.5 Appraise and constantly evaluate the standard of clinical services delivered e.g. through audits and quality activities. Identify areas for continuous improvement (CI) and document ideas via the completion of an improvement form.
- 4.6 Review and monitor customer feedback; ensure improvement forms are completed (on behalf of consumers where required) and followed up.
- 4.7 Actively participate in quality improvement initiatives and audits designed to evaluate the quality of care and services.
- 4.8 Conduct quality audits as directed by the Registered Nurse or delegate.
- 4.9 Participate in change activities; to this end this position description is intended to clarify the main areas of responsibility. The staff member may be asked to perform other duties as requested within the realm of their knowledge and skill level.

5. Documentation:

- 5.1 Observe consumers' physical, emotional and behavioural condition. Verbally report any concerns to the RN or EN and write these observations in the progress notes as may be required.
- 5.2 Complete all charts/forms and documents in the relevant consumer files by the end of each shift to meet aged care standards and funding requirements. Consumer of the day (ROD) requirements are met. Seek clarification from the RN or EN as may be required.
- 5.3 Document comments, compliments and complaints (on behalf of consumers where appropriate) or own feedback and identify better ways of doing things through the quality management system.
- 5.4 Document to optimise funding as required via the Aged Care Funding Instrument (ACFI).

6. Health and Safety

- 6.1 Adhere to Health and Safety regulations, policies and procedures.
- 6.2 Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and consumers.
- 6.3 Work in a safe manner at all times and participate in occupational health and safety activities e.g. conduct of workplace inspections, safe use of equipment, monitoring of the safety and cleanliness of equipment and the environment and act upon findings.
- 6.4 Demonstrate an understanding of own role and responsibility in the event of fire and/or other emergency including the ability to evacuate self and consumers as appropriate.
- 6.5 Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturers' instructions and organisational guidelines, and reports any breakdown or requirements to RN or EN.
- 6.6 Report and monitor and follow up all staff and consumer incidents and accidents to ensure safety and identify ways to minimise/eliminate risks, accurately complete accident/incident forms as may be required and report to RN or EN. Clarify details with RN or EN as may be required.
- 6.7 Comply with infection control requirements e.g. washing hands before and after attending consumers, following standard precautions, complying with food safety regulations.
- 6.8 Participate in training and education sessions regarding health and safety.
- 6.9 Escalate issues which put other staff or consumers at risk to the Nurse in Charge and if there is no response or an unsatisfactory response to the issue that has been raised, it is understood that it can be will be escalated to the Clinical Care Coordinator. If the response is unsatisfactory or a response has not been received, it is understood that it can be escalated to the Australian Aged Care Quality and Safety Commission. It is understood that vexatious complaints can result in prosecution under the following legislation: Vexatious Proceedings Act 2014

7. Professional Responsibilities

- 7.1 Work within the scope of practice and professional boundaries.
- 7.2 Recognise the need for and actively participate in continuing education and development.
- 7.3 Where care delivery issues are unclear or beyond own abilities and qualifications, seek assistance and clarification.

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- 7.4 Regularly review and critique own work performance and participate in scheduled performance appraisal.
- 7.5 Comply with the roster. Provide adequate notification of requests for leave.
- 7.6 Comply with all Privacy Legislation requirements and Villa Del Sole's confidentiality policy when communicating any and all information pertaining to consumers, staff and the operations of Villa Del Sole.

KEY SELECTION CRITERIA

Mandatory

- Certificate III Community Services (Aged Care).
- Current First Aid and CPR Certificate.
- Experience in a residential aged care facility or similar setting.
- Demonstrated strong commitment to excellence and quality in the provision of aged care services.
- Well-developed communication and problem solving skills.
- Ability to complete documentation to meet accreditation and funding requirements.
- Demonstrated ability to comply with accreditation/compliance as appropriate to level.
- Demonstrated ability to document concisely and effectively in consumer notes and care plan.
- Demonstrated ability to organise and manage own routine and workload.
- 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 effectively, respectfully and collegially in team environment.
- Highly developed interpersonal skills and ability to work with consumers of differing backgrounds whilst maintaining role and professional boundaries.
- Able to write and speak English in a way that supports clear communication with consumers and colleagues and government investigative bodies.
- Proven ability to work both independently and to participate as an effective team member.
- Current satisfactory police check.

Desired

- Basic food handling certificate, dementia or OHS Training.
- Commitment to ongoing training and learning.
- Previous experience in the application of quality assurance and or continuous improvement systems.

KEY RESULT AREAS, ACCOUNTABILITIES AND PERFORMANCE MEASURES

The following table outlines the Key Result Areas for this role and performance measures. These have been developed by [WHO] in consultation with the incumbent and are reviewed annually or as required

KEY RESULTS AREA	PERFORMANCE MEASURES
Consumers	<ul style="list-style-type: none"> ▪ Positive consumer feedback/consumer outcomes. ▪ Timely resolution of consumer complaints; especially as these relate to care. ▪ Evidence of empathy for the needs of consumers and ability to provide flexible care in accordance with consumers needs and preferences. ▪ Consistent achievement of consumer care allocation on each shift. ▪ Consistency and accuracy of clinical documentation e.g. ROD. ▪ Contribution to clinical care; improvement in clinical indicator trends e.g. reduction in skin tears, falls.
Medication	<ul style="list-style-type: none"> ▪ Demonstrated safe administration of medications including the accurate and timely reporting of any medication errors.

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KEY RESULTS AREA	PERFORMANCE MEASURES
Teamwork	<ul style="list-style-type: none"> Positive feedback from colleagues as internal customers. Evidence of day to day teamwork e.g. helping with other consumer allocations.
Compliance / Continuous Improvement	<ul style="list-style-type: none"> Compliance with legal responsibilities including policies and procedures at all times. Evidence of meeting outcomes of Aged Care Quality Standards as relevant to the position. Evidence of continuous improvement in clinical care. Evidence of accurate completion of improvement forms that reflect problem solving ability. Contribution to the CI plan; achievement of clinical care goals. Demonstration of own self-development/improvement through participation in professional development activities.
Documentation	<ul style="list-style-type: none"> Evidence of accuracy of documentation to support and maximise ACFI claims. Evidence of accuracy of entries in progress notes.
Health and Safety	<ul style="list-style-type: none"> Ability to demonstrate competency in fire and emergency procedures. Ability to demonstrate competency in manual handling. Ability to demonstrate competency in relevant clinical areas e.g. hand-washing. Ability to demonstrate competency in CPR. Contribution to workplace safety; minimise workplace injuries and the accurate reporting of staff accidents and incidents. Contribution to consumer safety; improvement in consumer accident and incident trends. Accurate and timely completion of consumer/staff/visitor incident form including any first aid/follow up actions. Accurate and timely hazard alert reports and corrective actions.

Performance Review

The Personal Care Assistant's performance shall be evaluated by **[WHO]** at three months service, at 5.5 months service, at the conclusion of 12 months service and thereafter each subsequent 12 months, on termination of service and/or on request.

Villa Del Sole'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.

PHYSICAL REQUIREMENTS OF THE POSITION

The following requirements will be needed to carry out the essential elements of the position as outlined in the position description.

The frequency descriptions relate to the following time frames:

Continuous	= 75% to 100% of the work day
Frequent	= 25% to 75% of the work day
Infrequent	= 0% to 25% of the work day

Continuous	
Standing and walking	Standing and walking are required for the delivery of care to consumers and movement around the facility. It requires the ability to fully use both legs on a variety of surfaces.

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Balancing	Balancing is required to maintain body equilibrium to prevent falling when walking, standing, crouching and/or lifting whilst carrying out consumer care and job requirements.
Handling and Feeling	Handling and feeling are required in the delivery of consumer care, finger dexterity and hand–eye coordination are required, along with full hand and wrist movement, also the ability to perceive attributes of objects or consumers by touching with skin, particularly that of the fingertips.
Communication	An excellent understanding of the English language is required in the delivery of care to consumers and when dealing with allied health professionals and other facility staff. Also, the ability to communicate effectively.
Hearing	Ability to maintain hearing acuity, with correction, if required, and the ability to hear and understand whispered conversations at a distance of up to 1 metre. Ability to interpret what is being heard.
Vision	Ability to see and recognise objects and read documents. Ability to discriminate between colours and to determine depth perception.
Smelling	Ability to distinguish odours and identify hazards.
Frequent	
Pushing and pulling	Pushing and pulling are required to draw, drag, push or tug objects around the facility including but not limited to wheelchairs, meal and linen trolleys, and also in the delivery of care to consumers.
Reaching and stretching	Reaching and Stretching is required in the delivery of consumer care and in carrying out administration duties, and in the movement of objects in the facility.
Grasping/ Finger Movement	Grasping and finger movement (pinching, picking, typing) is required to holding onto objects and in the delivery of care to consumers in the facility. It will require the ability to do repetitive motions with hands, wrists and fingers.
Repetitive Motions	Repetitive motions of the wrists, hands or fingers may be required when carrying out administration duties such as, but not limited to typing, and in some consumer care.
Infrequent	
Sitting	Sitting is required when carrying out documentation or administration requirements.
Climbing	Climbing is required when ascending or descending stairs or ladders. It will require the ability to utilise both legs and feet and/or hands and arms. Body agility is required.
Lifting and carrying	Lifting and carrying is required in assisting and transferring of consumers and in the movement of objects around the facility including movement from lower to higher and/or horizontally and/or place to place. It will require the ability to fully use both arms and hands.
Bending and Crouching	Bending at waist level in the delivery of consumer care, and whilst carrying out job requirements in the facility. Ability to crouch to floor level when required.
Kneeling	Kneeling can be required in the delivery of consumer care.

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Twisting	Twisting may be required in the delivery of consumer care and in the movement of objects in the facility. The ability to reach in all directions and to twist at the waist is required.
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Available Assistance

The following assistance will be available to aid in meeting the physical requirements; however, assistance is not limited to this list.

- Orientation program on commencement
- Ongoing education and training, including full instruction on any new equipment purchased
- Policies, Procedures and Guidelines for duties
- Legislative Requirements for duties
- Maintenance system to ensure the duties are preformed within the Policies, Procedures and Guidelines
- Equipment to be maintained in a safe and functional manner
- Equipment
 - Electronic high and low beds
 - Lifting Equipment
 - Wheelchairs
 - Commode Chairs
 - Slide Sheets
 - Ergonomic Chairs
 - Safety equipment e.g. gloves
- Pre purchase trials and evaluation of equipment to ensure optimal purchase of goods and supplies
- Tracking Systems
- Assistance from other staff
- Effective Committees where staff can participate
- Large work areas to assist with manoeuvrability of consumers

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

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Manager's Signature

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Date

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Manager's Name (Please print)

*delete as necessary

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