Position

**Position Title:** Personal Care Assistant / Assistant in Nursing  
**Department:** Residential Aged Care  
**Responsible To:** Residential Manager / Duty Registered Nurse / Care Leader  
**Date of original Position Description:** August 2008

**Position Purpose/Job Summary**

The Personal Care Assistant / Assistant in Nursing (PCA / AIN) provides holistic, safe, effective and quality care to residents consistent with the organisation’s Mission, Philosophy And Values. This will include but not be limited to, assisting residents with showering, dressing, grooming, toileting, communication, eating, mobility and social activities, and where applicable supervising the ingestion of medication.

The Personal Care Assistant / Assistant in Nursing works under the direction and supervision of the Residential Manager / Registered Nurse (or other designated supervisory role) to ensure clinical practices and procedures are consistent with Catholic Healthcare policies. The Personal Care Assistant / Assistant in Nursing may also work from time-to-time to help prepare and serve meals, work in cleaning and laundry, or undertake basic maintenance, repairs and gardening work not requiring trade skills or knowledge.

**Knowledge, Competencies & Skills**

**Essential:**  
- Ability to work independently and as part of a multi-disciplined work team  
- Demonstrated interpersonal and written communication skills  
- Understanding and commitment to workplace equity issues  
- Demonstrated knowledge of the Legislation relative to Workplace Occupational Health and Safety (WOHS)  
- Commitment to care of the frail aged  
- Commitment to Continuous Quality Improvement

**Desirable:**  
- Computer literacy and experience in a windows environment  
- Experience with health care and aged care information systems  
- Understanding of the principles of accreditation and knowledge of ACFI requirements

**Education, Qualifications & Special Training**

**Essential**  
- Certificate III or Certificate IV in Aged Care Work or willingness to complete.  
- Current First Aid Certificate.

**Desirable:**  
- Competent to provide Physical Assistance With Medication Administration

**Work Experience**

**Desirable:**  
- Experience as a Personal Care Assistant / Assistant in Nursing, preferably in an aged care environment.

**Indicative Roles & Responsibilities**

- Contributing to the implementation of the Organisation’s Values & Mission Statements.
  - Demonstrating personal attentiveness and sensitivity while maintaining an honest and friendly rapport with both residents and colleagues.  
  - Understanding and incorporating the values of the Organisation in their day-to-day work

**Key Performance Indicators**

- Positive feedback is received from colleagues and residents and relatives
<table>
<thead>
<tr>
<th>Works in co-operation with all providers of care including other employees, volunteers and family members.</th>
<th>Provides Assistance with Activities of Daily Living while Promoting Independence.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Establishes rapport with families, staff and volunteers and facilitates communication between.</td>
<td>• Positive feedback from residents and relatives</td>
</tr>
<tr>
<td>• Protects the rights of residents and ensures care provided maintains resident’s dignity and privacy.</td>
<td>• Contributes to continuous improvement processes</td>
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<tr>
<td>• Respects the confidentiality of residents as well as other team members.</td>
<td>• Collaborates with other members of the health care team.</td>
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<tr>
<td>• Conducts self in a manner consistent with the policies and aims in the employee’s handbook.</td>
<td>• Promotes harmonious working relationships within the workplace</td>
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<td>• Understanding of the internal/external complaints mechanism.</td>
<td>• Deals with conflict effectively.</td>
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<tr>
<td>• Understanding and commitment to Continuous Quality Improvement.</td>
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<tr>
<td>• Establishes and maintains harmonious relations with other employees and the wider community.</td>
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<td>• Positive feedback from residents and relatives</td>
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<tr>
<td>Provides Assistance with Activities of Daily Living while Promoting Independence.</td>
<td>• Demonstrates respect and compassion in the delivery of care.</td>
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<td>Provides Assistance with Activities of Daily Living while Promoting Independence.</td>
<td>• Provide nursing care, which promotes physical, social, emotional, intellectual and spiritual well-being.</td>
</tr>
<tr>
<td>• Attends to the personal needs of the resident including all activities of daily living, social emotional support in accordance with the care plan and at the direction of the Supervisor Care Leader / Duty Nurse / Residential Manager.</td>
<td>• Demonstrates an awareness of resident’s needs and care requirements.</td>
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<tr>
<td>• Encourages and supports residents with appropriate levels of activity in conjunction with Registered Nurse / Residential Manager and Lifestyle Coordinators / Recreation Activities Officers.</td>
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<td>• Provides opportunities for residents to participate in meaningful activities.</td>
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<td>• Supports resident’s choice/decision making.</td>
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<tr>
<td>• Provides domestic services in the residential facility including food handling, laundry, cleaning and other tasks as instructed by the Care Leader / Registered Nurse / Residential Manager.</td>
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<tr>
<td>• Reports and documents any changes in resident’s health and well-being.</td>
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<tr>
<td>• As appropriate assist residents with management of medication as per the medication system and treatments under supervision of the Care Leader / Duty Registered Nurse / Manager.</td>
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<tr>
<td>• Maintains hygiene/safety practices in accompanying caring tasks.</td>
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<tr>
<td>• Participates in the development of care plans and in funding assessments where appropriate.</td>
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</table>

Completes relevant documentation in accordance with Legislation and Documentation and Accountability Manual.

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<th>Provides, as a member of the care team, a safe, homelike environment supportive to residents, friends and families.</th>
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<td>• Displays knowledge and demonstrates ability to complete relevant documentation in assessing, planning, implementing and evaluating resident’s care needs.</td>
<td>• Has awareness of practices and maintains a safe environment including Fire Safety, Evacuation, and Emergency Procedures.</td>
</tr>
<tr>
<td>• Demonstrates the ability to document resident care which support the Resident Classification Scale / Aged Care Funding Instrument Assessments following admissions as well as the annual assessment period.</td>
<td>• Maintain the workplace equipment and environment.</td>
</tr>
<tr>
<td>• Demonstrates an ability to complete appropriate Incident/Hazard Reports.</td>
<td>• Follows cleaning guidelines and schedules that ensure the correct cleaning equipment is used in</td>
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<td>• Gain knowledge and understanding and participate in quality improvement and Accreditation Programs.</td>
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<td>• Provide accurate legible documentation of nursing care.</td>
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<td>• Has awareness of practices and maintains a safe environment including Fire Safety, Evacuation, and Emergency Procedures.</td>
<td>• Develop and maintain a positive working relationship with staff and ancillary colleagues.</td>
</tr>
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<td>• Maintain the workplace equipment and environment.</td>
<td>• Provision of nursing care to residents based on individual care plans.</td>
</tr>
<tr>
<td>• Follows cleaning guidelines and schedules that ensure the correct cleaning equipment is used in</td>
<td>• Respect for personal dignity, privacy and values of the residents at all times.</td>
</tr>
<tr>
<td>• Gain knowledge and understanding and participate in quality improvement and Accreditation Programs.</td>
<td>• Participation in staff development programs and</td>
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</table>
- Recognises health and environmental hazards and reports damages, faults and problems, using appropriate incident reporting.
- Fulfils duties as allocated and prepared to alter routines to meet the changing needs of the residents.
- Understands and uses equipment according to Catholic Healthcare policy.
- Works cooperatively as a team member and supports new and less experienced staff.
- Quality improvement activities to ensure a quality service is provided to residents at all times.

**Ensures Residents receive optimal nutrition and hydration.**

- Demonstrates knowledge of safe food handling technique.
- Demonstrates ability to assess resident’s nutritional needs.
- Has an understanding of some common special dietary needs.
- Demonstrates knowledge and awareness of residents’ needs to maintain appropriate fluid balance.
- Is able to carry out Safe Food Preparation and Storage in accordance with HACCP principles.

- Residents present as well nourished
- HACCP principles followed
- Fluids are administered according to care plans

**Commitment to education and personal development to maintain adequate up to date knowledge for the position.**

- Attends all in-service as deemed mandatory by the service.
- Responsible to attend at least 70% of education sessions provided in the workplace.
- Complete appropriate level of competencies for position.
- Participation in annual FADS / Performance Review as part of personal development.
- Seeks opportunities to undertake relevant external continuing education.
- Maintains own service and continuing education records.

- Updates knowledge and participates in professional care issues.
- Communicates effectively.
- Actively participates in meetings that relay information to staff.
- Annual Performance review completed

**Commitment to the Principles of Infection Control and Workplace Occupational Health and Safety.**

- Is responsible for the cleanliness of the physical environment.
- Maintains appropriate hand-washing techniques.
- Reports any incidents including actual/potential causative factors.
- Appropriate handling of linen / waste.
- Follows correct Manual Handling Procedures.
- Comply with the requirements of current Occupational Workplace Health & Safety regulations and Catholic Healthcare WOHS Policies.

- Demonstrates knowledge of applicable Workplace Occupational Health and Safety requirements
- Reports are done when necessary
- Safety audits demonstrate minimal incidents

Please this is a summary of key responsibilities. It should be noted that other general tasks and jobs are undertaken which are not listed but would be required at the discretion of the Residential Manager.

**In addition to these indicative roles and responsibilities the employee must adhere to Catholic Healthcare Values And Mission And Policy / Procedures - please refer to the Appendix.**

**Decision Making Authority/Accountability**

**Care delivery**
Under the direction of the Residential Manager or Registered Nurse (or other designated supervisor) make care decisions in accordance with competence and Catholic Healthcare policies and procedures.

**Continuous Improvement**
Identify and implement workplace improvements in accordance with the Residential Management System.

**Key Relationships - Internal**

<table>
<thead>
<tr>
<th>Communicating With:</th>
<th>Nature of Communication:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential Manager / Registered Nurse / Care Leader</td>
<td>Reports to</td>
</tr>
<tr>
<td>Staff</td>
<td>Daily queries and support</td>
</tr>
<tr>
<td>New Staff</td>
<td>Orientation and support</td>
</tr>
<tr>
<td>Volunteers</td>
<td>Queries and support</td>
</tr>
</tbody>
</table>
# Key Relationships - External

<table>
<thead>
<tr>
<th>Communicating With</th>
<th>Nature of Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents</td>
<td>Daily queries and support</td>
</tr>
<tr>
<td>Families/Carers/Representatives</td>
<td>Daily queries and support</td>
</tr>
<tr>
<td>Medical Practitioners, Pharmacist, External</td>
<td>Queries where appropriate</td>
</tr>
<tr>
<td>Contractors, Suppliers &amp; Service Providers</td>
<td></td>
</tr>
</tbody>
</table>

## Mission
To promote life that brings Hope to those we serve; Peace to those we care for and Dignity to the sick, frail, elderly and marginalised.

## Values
- **Compassion**: Nurtures the life of residents and colleagues; goes beyond the feeling & thinking to action
- **Respect**: Works collaboratively within team and recognises the rights of all people
- **Honesty**: Uses resources responsibly and wisely; is truthful, open and sincere in all communication
- **Hospitality**: Respects and welcomes others, and invites them to share the resources of Catholic Healthcare
- **Excellence**: Provides services of the highest quality and sets an example of excellence in all work

## Competency Requirements
- **Adaptability**: Maintaining effectiveness whilst adjusting to a changing work environment, different audiences, varying tasks, responsibilities and priorities
- **Building Rapport**: Establishing a connection and affinity with others; achieving harmony with others easily and quickly; demonstrating interpersonal sensitivity
- **Resident Services**: Working from a resident perspective to ensure resident satisfaction; focusing on residents' needs to drive the solution.
- **Communication**: Verbally expressing thoughts, information and ideas in a clear appropriate manner; expressing ideas and information in writing using appropriate structure, grammar and language tailored to the reader, communicating openly with others.
- **Innovation**: Introducing original ideas; applying new methods; being creative
- **Planning & Organising**: Setting priorities; formulating a method or course of action for self and/or others to follow; planning appropriate allocation of resources.
- **Teamwork**: Working collaboratively and effectively with others to facilitate the achievement of work goals.

## Signature of Incumbent:  Date:

## Signature of Manager:  Date:
Catholic Healthcare Policy
It is a condition of employment with Catholic Healthcare that all staff are aware of, and abide by all organisational policies – you can obtain copies of policies from your Manager or on the Catholic Healthcare Intranet site. Any breach of Catholic Healthcare policies may result in termination of employment.

Equal Employment Opportunity Responsibilities
Catholic Healthcare is committed to the policy that discrimination, bullying or harassment in the workplace will not be tolerated. All staff have a responsibility to ensure that they do not act in anyway that constitutes harassment, bullying or discrimination against other staff, and to help maintain a work environment free of harassment, bullying and discrimination.

Workplace Occupational Health And Safety Responsibility & Accountability
Catholic Healthcare is committed to providing safe places of work for all employees. Catholic Healthcare strives to achieve this through the Catholic Healthcare Occupational Health, Safety and Injury Management System. This system is designed to ensure people at all levels within the organisation recognise and commit to their safety responsibilities by signing their WOHS Responsibility & Accountability Statement on commencement.

Maintaining a safe workplace is a key responsibility of your role with Catholic Healthcare. Your manager will discuss these things with you. Catholic Healthcare requires you to report all identified WOHS risks immediately to your manager.

National Police Record Checks
It is a condition of employment, within any Catholic Healthcare aged care or community service, that staff and volunteers undertake a National Police Check or have proof of a current National Police Certificate evidencing that there is no police record which may preclude them from working within aged care.

Child Protection Responsibilities
Catholic Healthcare is committed to the well-being and safety of children and young people. The organisation recognises the important responsibility all staff have in the care and protection of children who may be at risk of harm.
Staff involved in the provision of health care to children are required to:
- Be familiar with and adhere to Legislation in relation to Child Protection and comply with State Health Policies and Procedures (including Frontline Procedures for the Protection of Children and Young People and current circulars) / Queensland Health Child Safety – Health Professionals Capability Requirements and Reporting Responsibilities and organisational policies in relation to Child Protection;
- Attend training in Child Protection as required.