



**POSITION DESCRIPTION**

**PERSONAL CARER**

## PART A: POSITION DESCRIPTION - PERSONAL CARER

### POSITION OBJECTIVES:

- To provide home care services to any Adelaide Quality Care (AQC) consumers in a friendly, professional and courteous manner, maintaining the high standards which are expected at Adelaide Quality Care.
- The Personal Care Worker provides individual and personalised care to consumers, so that they may continue to live in their homes.
- The Personal Care Worker will demonstrate a commitment to best practice care
- Monitor a safe workplace and ensure that all home care is provided in a caring and respectful manner in accordance with AQC's policies and procedures.

### POSITION RESPONSIBILITIES:

The Personal Care Worker's responsibilities may include;

- Administering medication (if qualified and deemed competent)
- Monitoring and communicating consumer condition to the Care Manager
- Transportation
- House cleaning
- Personal hygiene
- Assisting with meals and other health and wellness related activities.

### REPORTING AND TEAM RELATIONSHIPS:

- Work under the guidance and supervision of other medical professionals
- Report directly to the RN and Director of AQC.
- This role actively assists all other team members and includes working in a small team environment.

### MAJOR CHALLENGES:

- Improve individual knowledge and skills in healthcare. Attending any possible training provided by AQC.
- Follow instructions accurately and with attention to detail.

Ensure all employees follow company policy and procedures and report any issues and/or breaches of policies by employees or consumers to Director AQC as soon as possible

Key Result Area	Expected Outcomes	Performance Indicators
1. Provide Individualised and Personalised Care	Enhance the consumer's quality of life, whilst recognising dignity and integrity of consumers and their family.	<ul style="list-style-type: none"> <li>• Provide home care including general housekeeping, personal hygiene activities and tasks, respite and personal care</li> <li>• Transport home care consumers to appointments and activities</li> <li>• Assist with exercises, physiotherapy and other medical or allied health treatment plans</li> <li>• Monitor and report on consumer's conditions as required</li> <li>• Deliver appropriate care according to the individual and personalised care plan</li> <li>• Establish and maintain a current and accurate confidential consumer reporting system</li> <li>• Provide information and feedback to AQC staff as required</li> <li>• Consult with consumer or their family/representative to ensure that all consumer needs are being met</li> </ul>
2. Administer in Home Care	Ensure care is provided in line with all relevant policies and procedures. Ensure care is delivered in an appropriate, caring and respectful manner	<ul style="list-style-type: none"> <li>• Monitor supplies and resources</li> <li>• Make recommendations for changes and improvements to care as required</li> <li>• Enhance the dignity and integrity of consumers</li> <li>• Attends to the physical and/or social needs of consumers</li> <li>• Participates in continuous improvement of consumer care</li> </ul>
3. Coordinate community resources and support	Maintain communication between the AQC team and consumers	<ul style="list-style-type: none"> <li>• Encourage consumers and families to be involved with care</li> <li>• As per consent from consumer, liaise with family, medical and other resources as required</li> <li>• Liaise with Care Managers for additional supports</li> </ul>

		<ul style="list-style-type: none"> <li>• Maintain current, accurate, confidential files for each consumer</li> </ul>
4. Professional Development	Demonstrate a commitment to ongoing professional development and practice within the scope of their qualifications	<ul style="list-style-type: none"> <li>• Accepts responsibility for his/her own actions</li> <li>• Attends in-service education sessions and completes assessments as organised by AQC</li> <li>• Demonstrates awareness of own abilities and limitations, identifying learning needs and seeks guidance when necessary</li> <li>• Maintains qualifications as required by role</li> </ul>
5. Occupational Health & Safety	The Personal Care Worker maintains a safe environment for consumers, visitors and staff through implementation of Occupational Health & Safety Policies and Procedures	<ul style="list-style-type: none"> <li>• Administer interventions and treatments that prevent discomfort to the consumer</li> <li>• Report any unsafe situations/incidents (including 'near misses')</li> <li>• Required to complete OHS related documentation and reports</li> <li>• Ensure all medications, treatments and activities are completed safely to ensure the safety of all consumers and staff</li> <li>• Required to apply industry standard infection control guidelines and practices</li> </ul>
6. Quality Improvements Systems	The Personal Care Worker will report on the effectiveness of in home care and identify opportunities for improvements	<ul style="list-style-type: none"> <li>• Attend staff meetings and contribute to quality management review processes</li> <li>• Encourage feedback and suggestions from staff</li> <li>• Ensure residents and their families have access to Comments and Complaints procedures</li> </ul>
7. Complying with Legislation	Personal Care Workers must be aware of and comply with all legislation and regulations affecting his/her role, as well as adhering to the code of ethics and scope of practice that apply to his/her profession, using best practice.	<ul style="list-style-type: none"> <li>• To be responsible and aware that all duties are performed according to AQC's Policies and Procedures</li> <li>• Ensure that all duties are performed within State and Legislative frameworks at all times</li> </ul>

#### QUALIFICATIONS:

- Minimum Certificate III in any one of Aged Care, Home and Community Care or Disability – or the equivalent in nurses training.
- Current Level 2 First Aid certificate
- Current Local Driver's Licence

#### KNOWLEDGE AND / OR EXPERIENCE:

- Experience working within the community aged or disability industry.
- Knowledge of legislative requirements for safe work practices and environment.

#### TECHNICAL AND BUSINESS SKILLS AND COMPETENCIES:

- Ability to develop strong working relationships within the team and take instruction from more senior staff and consumers.
- Ability to liaise at all levels and build strong rapport with Consumers.
- Understanding of policies and procedures.

#### PERSONAL COMPETENCIES:

- Articulate with good written and verbal communication skills.
- Ability to prioritise tasks and possess sound time management skills.
- Ability to work effectively with or without direct supervision.
- High levels of fitness to enable effective performance of duties.
- Clean, neat and tidy appearance.
- Ability to understand and promote the culture and philosophies of AQC.
- A commitment to quality, professionalism, confidentiality and attention to detail in all tasks.
- Integrity, honesty, discretion and tact to ensure that confidential information is treated as such and respect is given in all circumstances to all consumers and staff.
- Ability to work under pressure and meet deadlines and commitments.
- A positive "can do" attitude.
- Flexible and responsive to change.
- Ability to contribute effectively within a team environment.
- Ability to prioritise work in response to unforeseen and fluctuating demands.
- Empathetic understanding for aged or disabled persons.

## PART B: POSITION DESCRIPTION - DECLARATION

*My position description has been explained in detail and I understand and accept the responsibilities as outlined.*

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Employee Name (print)	Employee signature (sign)	Date
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Manager Name (print)	Manager signature (sign)	Date
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