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# Mansfield District Hospital

## Position Description

### PERSONAL CARE WORKER

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# Mansfield District Hospital

## VALUES & EXPECTED BEHAVIOURS

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The Mansfield District Hospital Values & Expected Behaviours are based on the *Application of Public Sector Standards, Fair and Reasonable Treatment Guidelines, Merit in Employment Guideline, Reasonable Avenue of Redress Guidelines* and *Code of Conduct for Victorian Public Sector Employees*.

We value our Staff and have faith that they will express a positive attitude by actively modelling and promoting our expected behaviours:

### Quality

We believe that excellence of service and the provision of high quality, effective and accessible health services will be achieved by working in partnership with other health care providers to plan, strengthen and deliver innovative, cost-effective and integrated health care services.

#### **Behaviours to support value**

- Seeking to achieve best use of resources
- Maintaining professionalism in all our interactions
- We will demonstrate openness and fairness when dealing with others
- Use our knowledge and skills to perform our duties to the best of our ability

### Integrity

We believe it imperative to be open, honest, transparent and ethical in our decision-making and business transactions to ensure equitable access to a safe, high quality healthcare service is available that upholds and respects the dignity and rights of all stakeholders.

#### **Behaviours to support value**

- Providing frank, impartial and timely feedback to requests for information
- Identifying and encouraging best practice in our interactions with colleagues
- Seek to resolve conflict rapidly and constructively
- We will honour confidentiality
- We will treat people equally
- Actively implementing, promoting and supporting human rights
- Making decisions and providing advice on merit without bias, caprice, favouritism or self interest

### Support

We believe in providing a fair and equitable environment for our staff that supports access to education and training opportunities, fosters a culture of safety and teamwork, and values the experience and knowledge of all employees.

#### **Behaviours to support value**

- Being honest, open and transparent in our dealings with our colleagues
- Using powers responsibly
- Reporting improper or inappropriate conduct
- Identifying and avoiding conflicts of interest in our daily practice.
- We will treat others fairly and objectively considering all relevant facts and applying fair criteria
- Working to clear objectives in a transparent manner
- Our staff will ensure freedom from discrimination, harassment and bullying
- We will use our colleagues' views to improve outcomes on an ongoing basis.
- We will communicate courteously
- Discuss differences in a clear and calm manner
- Refrain from using behaviours that are abusive, intimidating and patronising

### Sustainability

We believe that the future of our organization and of our community will only be enhanced by the development of genuine environmental sustainability initiatives.

#### **Behaviours to support value**

- Accepting responsibility for our decisions and actions
- Cultivating and maintaining relationships that support the goals of the organization
- Actively implementing, promoting and supporting our values

## POSITION DESCRIPTION

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### 1. POSITION DETAILS

<b>Position Title:</b>	<b>Personal Care Worker</b>
<b>Classification:</b>	Personal Care worker (Qualified) (CW1)
<b>Agreement:</b>	Victorian Public Health Sector (Health Professionals, Health and Allied Health Services, Manager and & Administrative Workers) Enterprise Agreement 2016-2020.
<b>Hours of Work:</b>	As per roster
<b>Tenure:</b>	Permanent parttime or casual
<b>Location:</b>	The position will be located at Bindaree Retirement Centre may be required to work at other hospital locations.

### 2. JOB SUMMARY

This position is responsible for providing health and lifestyle care and assistance to the residents of the hospital's aged care facilities.

### 3. REPORTING RELATIONSHIPS

This position reports to the Unit Manager, Bindaree Retirement Centre.  
In the absence of the Unit Manager, this position reports to the nominated 'Person-In-charge'.

### 4. KEY ACCOUNTABILITIES

#### Position Accountabilities:

- Assist in the delivery of personal and lifestyle care to residents. This includes assistance with hygiene, nutrition and other activities of daily living.
- Participate in the development and monitoring of a resident's care plan
- Actively report and document changes to the health and well-being of residents, changes to resident needs and progress for identified treatments to senior staff.
- To utilize first aid skills in the event of a medical emergency, while working within the PCA scope of practice.
- Encourage the involvement of residents' family and friends.
- Assist residents to feel secure and orientated in their environment.
- Assist other staff with personal care and domestic duties where necessary.
- Participate in the Unit's staff meetings, raising any concerns, ideas or suggestions for improvements in the delivery of care to the residents.
- Practice open communication and participate in problem solving.
- Participate in the organisation's quality improvement program.
- Further own education by updating and maintaining skills and knowledge.
- Ensures that the mandatory training requirements of the position are maintained.

## Organisation Accountabilities:

### Quality & Safety

- All staff have a direct responsibility to ensure the organisation provides safe and high quality health services. It is also the responsibility of all staff to develop and maintain a working knowledge of the National Safety and Quality Health Service Standards (NSQHSS), Common Community Care Standards and Aged Care Standards relevant to their position.

### Occupational Health & Safety

In order to comply with Occupational Health & Safety Legislation, each employee is required to:

- Adopt work practices that support the OH&S policy.
- Take reasonable care for his/her own health and safety and that of others in the workplace that may be affected by their actions.
- Participate in meetings, fire drills, training and other OH&S activities.
- Use equipment in compliance with relevant guidelines.
- Ensure that all incidents, hazardous conditions or injuries are reported immediately to the supervisor or relevant authority

## 5. KEY PERFORMANCE OBJECTIVES

- Residents receive personal care that is high quality and meets their individual needs.
- Has a resident-centred approach that encourages resident participation leading to successful resident health outcomes
- Ensures that the privacy, confidentiality and dignity of residents is respected and maintained.
- Hospital Policy and Procedure is adhered to at all times.
- OH&S legislation is complied with at all times.
- Appropriate professional development is undertaken.

## 6. KEY SELECTION CRITERIA

### Essential

- Certificate III Aged Care
- Other relevant qualifications considered on an individual basis
- Demonstrated excellent interpersonal skills.
- Demonstrated oral and written communication skills.
- Proven ability to prioritise tasks.
- Experience as an effective team member.
- Working with Children check.

### Desirable

- Previous experience in a residential aged care environment
- Is able to competently use the IT products: WORD & OUTLOOK and management information in a computer environment utilizing products.

## 7. PERFORMANCE REVIEW:

A performance review will be conducted within 3 months of appointment, performance reviews will then be conducted annually. The position description will form the basis for performance appraisal however specific key performance indicators may be developed in consultation with the supervisor.

If performance does not meet expectations or additional staff development/ guidance is required, additional performance review meetings will be arranged. The employee can request additional performance reviews at any time, in writing, to the supervisor.

## 8. OTHER CONDITIONS

All hospital staff are required to have a pre-employment police check which must be renewed every three years. It is organisational policy that staff who do hold a current police check will be unable to be rostered for duty.

## 9. RISK ASSESSMENT – PERSONAL CARE WORKER

Under Occupational Health and Safety, potential risks associated with this position are detailed below. Employee familiarity and compliance with emergency procedure codes apply to all areas of the hospital.

Aspects of Normal Workplace	Frequency	Comments
<b>Work Environment</b> <ul style="list-style-type: none"> <li>Clinical Area for the management of patients</li> <li>Administrative and office environments</li> <li>Training facilities and rooms</li> <li>Traveling or driving in cars</li> </ul>	Constant Occasionally	Core business activity May be away from the workplace
Single beds for patients. All beds are fully electric. There is no requirement to lift bed heads or foot ends. Height adjustment is via a button.	Constant	No Lift training to have been completed
Office area for the completion of reports, computer operation, phone usage, handwriting. Fully adjustable ergonomic equipment is available.	Constant	More than one area within each workplace
<b>Work Activity</b> Exposure to Substances. Hazardous substances are part of the hospital workplace (e.g. blood). Protective equipment and procedures are in place to prevent contact.	Intermittent	Atopic individuals are required to declare their condition for individual assessment
<b>Patient Handling</b> A “No-Lift” programme is vigorously supported at Mansfield District Hospital. Daily mobility assessments are required as a minimum. Whenever patient lifting is required the appropriate equipment <u>must</u> be used <ul style="list-style-type: none"> <li>Reaching and stretching (e.g. bed making) more than 30cm</li> <li>Bending forward (e.g. assisting with daily hygiene)</li> <li>Bending forward squatting, assisting with activities of daily living (e.g. dressing)</li> </ul>	Constant  Intermittent Intermittent Intermittent	Annual competency training is required  Can be spaced out over whole shift but usually only a few minutes at a time
<b>Clerical work</b> Handwriting of reports. Telephone conversations, computer operation which may include data entry	Intermittent	Substantial self management over the duration of each episode
<b>OH&amp;S Management</b> <ul style="list-style-type: none"> <li>Participation in hazard information identification and improvement strategies</li> <li>Correct and safe use of all equipment</li> <li>Correct and safe use of all protective equipment</li> <li>Follow safe working procedures and systems</li> </ul>	Continual  Continual Continual Continual	Includes but not restricted to: <ul style="list-style-type: none"> <li>Hazard Reports</li> <li>Electrical equipment</li> <li>Use of gloves</li> <li>Emergency procedures</li> </ul>
<b>Work relationships</b> <ul style="list-style-type: none"> <li>Professional interaction with medical, nursing and admin staff</li> <li>Interact with colleagues and other hospital staff</li> <li>Members of the public</li> <li>Patients and relatives</li> </ul>	Continual Continual Continual Continual	
<b>Training</b> <ul style="list-style-type: none"> <li>Manual Handling</li> <li>Emergency Management</li> <li>CPR</li> <li>Attendance at seminars and conferences</li> </ul>		No Lift training includes maneuvering equipment (which may be on carpet) May involve lifting 13kg fire extinguishers Involves bending over for short periods of time May involve sitting for extended periods of time

**This document provides a summary of the role and duties of the position and forms the basis for periodic review of departmental and individual performance.**

**As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organisation's policies and procedures.**

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**Signature.....**

**Name: .....**

**Date: .....**