

## POSITION DESCRIPTION

<b>Position Title</b>	<b>Personal Care Assistant (Hospital) (Assistant in Nursing)</b>
<b>Reports to (Title)</b>	<b>Nurse Manager</b>
<b>Executive Director</b>	<b>Group Director Nursing, Education &amp; Research</b>
<b>Department</b>	<b>Nursing</b>
<b>Position Location</b>	<b>All sites</b>
<b>Award/Agreement</b>	<b>Salary &amp; Conditions in accordance with Contract of Employment</b>
<b>Delegation of Authority Level</b>	

### Position Summary & Role Purpose

The Personal Care Assistant (PCA) position is responsible for supporting the nursing staff and reporting to the Registered Nurse to ensure the safe and seamless delivery of care. The PCA provides care and attends to delegated personal care activities under the supervision of the Registered Nurse. The PCA is responsible for their own actions and remain accountable to the Registered Nurse for all delegated duties.

### Key Result Areas

#### 1. Key Responsibilities, Outcomes and Activities

##### 1.1 Operational Responsibilities

- Working under the supervision and direction of the Registered Nurse to deliver care including:
  - Facilitating activities of daily living for patients in the ward as directed by nursing staff including:
    - Assisting with showering/bed bathing of patients
    - Continence care inclusive of application of continence aids, personal hygiene
    - Assisting with oral care and hygiene
    - Setting up for meal times and supporting and assisting patients with eating
    - Weighing of patients
    - Skin care
    - Assisting in the cleaning and replacement of glasses, hearing aids, hair care and dressing and undressing
    - Assisting patients walking and moving from bed to chair
    - Assistance with pressure area care
    - Escorting patients to appointments and bathroom
    - Assisting patients with their mobility whilst being aware of their falls risk
    - Following infection control practices and standards
- Observing high risk patients and reporting to nurses issues and concerns
- Providing continuous observation of a patient as required for safety reasons
- Having an awareness, observing and reporting patients at risk in the ward
- Maintaining a tidy and clutter free environment to support physical safety
- Mortuary Transfers
- Patient bed making and ensure bed areas are clean and clutter free
- Responding to patient's emotional, spiritual and cultural needs
- Maintaining privacy and dignity
- Responding to patient and family first and referring queries/concerns to a nurse as required

- Maintain and check stock par level and report any unavailable items to nurse in charge
- Maintaining communication with the nursing staff
- Working as an active team member and supporting teamwork
- Reporting and responding to incidents according to the policy and protocols of Cabrini
- Involvement in specific improvement projects
- Working within their scope of practice at all times
- This position requires the ability to work in different locations according to operational requirements.

### **1.2 Resource Management**

- Adherence to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter
- Ensuring readiness of equipment and supplies to ensure timely and safe patient care
- Communicating and reporting issues to ensure effective resource availability
- Participate as a valued team member
- Seeks senior staff assistance providing feedback to patients and/or families
- Completes all mandatory education requirements

### **1.3 Contributes to the achievement of professional expertise for self and direct reports through:**

- Maintenance of ongoing personal professional development / continuing education
- Personal application of the Cabrini management performance framework

## **2. Work Health and Safety**

Cabrini is committed to providing work environments which are physically and psychosocially healthy and safe for all employees, contractors, volunteers, students, patients, residents, customers and visitors. All employees are personally responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions.

Employees shall comply with and apply the processes defined in the Cabrini Work Health and Safety Management System. This system enshrines a risk management approach to all work health and safety issues, including a structured method for controlling (eliminating or minimising) work health and safety risks.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive, Executive Directors, managers, those with specified work health and safety responsibilities and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

## **3. Safety and Quality**

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

<b>Organisational Relationships</b>
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### **The Personal Care Assistant:**

- Reports to the Nurse Manager
- Reports directly to their allocated supervising nurse on their shift
- Maintains a close collaborative working relationship with the nursing team.

## Staff Development

The Personal Care Assistant will demonstrate a commitment to personal and professional development of self:

- Participating in professional development programs
- Maintaining own skills and knowledge
- Remaining up to date with contemporary human resources practices
- Contributing to the Cabrini professional development program as required
- Participating on performance reviews in accordance with Cabrini policy

## Key Competencies

The PCA must demonstrate the following requirements:

### **ESSENTIAL**

**Educational/Vocational (one of the following criteria must be met)**

- Certificate III in Health Services Assistance (Ageing) or Certificate III in Individual Support (Ageing) or Certificate III in Aged Care with demonstrated recent experience in either the acute setting or aged care placements
- Successful recent completion of 1<sup>st</sup> year Diploma of Nursing Studies which includes acute or aged care placement
- Successful recent completion of 1<sup>st</sup> year Bachelor RN program studies which includes acute or aged care placement

### **Experience**

- Proven experience in providing patient care appropriate to the area of appointment
- Demonstrated ability to work within and promote a team environment to achieve team and broader nursing objectives
- Demonstrated flexibility to adjust priorities according to operational requirements and responsive to requests
- Proven computer literacy and ability to accurately maintain a patient database
- Demonstrated ability to manage sensitive and confidential issues and deal discreetly with patient's issues

### **Personal abilities/aptitudes/skills**

- Demonstrated capacity to develop trust and relationships with patients
- Interest in a collaborative approach to acute care
- Good interpersonal and communication skills
- Commitment to customer service

### **Desirable**

- Knowledge of Patient Administration System
- Understanding of an commitment to the Catholic Health Care context and Mission of Cabrini

## Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment / Employment Agreement

## Cabrini Mission, Values and Vision

### Our mission

#### WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

#### WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

#### WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

### Our values

*Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.*

#### Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

#### Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

#### Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

#### Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

## Behaviours that matter

*Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.*

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services”.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

### We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

### We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

### We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

**We exhibit a positive attitude:**

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

**We want to build a just and sustainable community:**

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

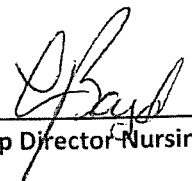
**APPROVAL**

*The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.*

**I certify that this position description is an accurate description of the responsibilities assigned to the role**

Approved:   
Group Director People & Culture

15/10/18  
Date

Authorised:   
Group Director Nursing, Education & Research

15/10/18  
Date