

Personal Care Assistant

Position Description



Position Title	Personal Care Assistant
Division / Branch:	Home Support Services (HSS)
Directly Reports To:	Clinical Lead
Performance Appraisal:	Clinical Lead

Organisational Overview

Home Support Services (HSS) is a professional health care provider specialising in providing health care services in the comfort of the consumers own home. We strive to be a leader in home health care, through the use of continuous quality improvement processes to ensure the best possible services. We expect that all staff will contribute to the achievement of the organisation's goals within a friendly, co-operative team environment.

HSS is currently the only community nursing service in Australia that has been awarded National Standards Accreditation with Quality Innovation Performance Limited (QIP).

Position Purpose

The Personal Care Assistant (PCA) is responsible for providing best practice personal, social and emotional care to patients in their own homes in accordance with the care plan developed in collaboration with the consumer, their case coordinator and other members of the health care team.

You are at the heart of the consumers experience with HSS and central to this is your strong ability to develop and maintain effective relationships with all stakeholders. You ensure that care is delivered within your scope of practice, is evidence based, safe and high-quality ensuring consumer safety and clinical excellence at all times. In addition to being organized you possess strong judgment and communication skills which are central to your ability to work autonomously in the community.

Your role will ensure both best practice care and the delivery of a service promise to consumers that will play an important role in HSS being able to achieve its vision to be Australia largest virtual hospital.

Key Accountabilities

Consumer Care delivery	<ul style="list-style-type: none">• Provision of direct and comprehensive care to client/Consumers in their homes as outlined by care plan• Works cohesively with Clinical teams to ensure best practice care is delivered• Provision of personal care including but not limited to Assistance with Daily Living Activities and provides assistance with non-personal care such as light domestic duties;• Accompanying and assisting Consumer/client with a meeting, doctor, shopping and providing provision of transportation as required• Identifies and actively manages risks• Escalates clinical concerns to senior staff and clinical leads as required and promptly
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<p>Service Commitment and Team Culture</p>	<ul style="list-style-type: none"> • Communicate with all team members every working day to achieve the vision and mission and strategic goals of HSS • Support a culture of performance improvement and evaluation • Contribute to a high achieving team environment with your commitment to success and strong work ethic • Ability to put yourself in the consumers shoes and see things from their perspective • Proactively connect Consumer needs with HSS programs through excellent listening skills • Working with consumers to assist in problem solving and identifying solutions • Actively participates in initiatives that are designed to improve team and operational performance • Operate in a change – oriented environment • Promotes HSS in the Community Health Care Sector
<p>Clinical Compliance, Quality Assurance and Continuous improvement</p>	<ul style="list-style-type: none"> • Maintain practice within framework established by legislation, national and state policy • Understand, comply with and adhere to HSS guidelines, principles, policies and protocols • Understand, comply with and adhere to HSS Wellbeing and WH&S policies and work practices • Ensure compliance with the Standards of the accrediting bodies within which HSS compiles with • Participate and provide support in accreditation and national standards activities as directed • Contribute to the success of HSS as a leading health provider • Ensure compliance according to practices within the philosophy and intent described in the current version of relevant discipline and industry codes, competencies, standards and Acts • Actively participates in initiatives and processes of quality improvement
<p>Information Management</p>	<ul style="list-style-type: none"> • Comply with and maintain all privacy legislation requirements and HSS confidentiality statements when communicating information pertaining to consumers, team members and the operations of HSS service • Comply with HSS standards regarding client and resident documentation. • Records and processes clinical and administrative information in an accurate and timely manner • Be aware of and adhere to all policy and protocol requirements in relation to fraud prevention, detection and reporting. • Utilise information technology as appropriate in the performance of the role • Ensures data collection is maintained and accurate for area.
<p>CPD and Resource development</p>	<ul style="list-style-type: none"> • Recognise and seek assistance from other relevant team members when tasks fall outside of ability or area of responsibility. • Where issues are unclear or beyond own abilities and qualifications seek assistance and clarification. • Demonstrate an ongoing commitment to personal and professional development. • Participate in essential or mandatory training, education and performance development programs annually. • Understand and adhere to HSS Code of Conduct. • Ensures education and learning with HSS systems and processes are up-to-date • Demonstrates reflective practice that incorporates clinical research knowledge and critical analysis
<p>Stakeholder Management</p>	<ul style="list-style-type: none"> • Establish and maintain effective professional working relationships with those contacted in the course of work, including service representatives, Consumers, stakeholders and the general public • Members of the Community health care team, Case Coordinators, Non-Clinical Coordinators, Rostering and Scheduling, Liaisons, Head of Clinical Services External stakeholders

Mandatory role requirements

Mandatory Professional Registration, Qualifications	Professional Registration, Qualifications and Mandatory role requirements <input type="checkbox"/> Degree: <input checked="" type="checkbox"/> Diploma/Certificate: Certificate III in Individual Support or any previous similar qualification that is recognised in personal care <input type="checkbox"/> Post Graduate Degree (Desirable) <input type="checkbox"/> Other (please specify)	
Essential Experience	<ul style="list-style-type: none"> • Minimum 2 years' experience as a qualified Personal Care Assistant • Minimum of two clinical references who can confirm performance in the scope of practice within the last 12 months 	
Background Screening/Checks	South Australia Victoria, NSW Queensland	Department of Human Services: <i>Working With Children Check (WWCC)</i> ; or <i>Statutory Declaration</i> (if WWCC has been submitted) <i>National Police Certificate</i> not dated more than 12 months old or <i>Fit2Work – National Police Screening</i>
Compliance, Regulations, Polices, Procedures, Guidelines and Legislation	<ul style="list-style-type: none"> • Current CPR/BLS Certificate • Current Drivers License; • Current Car Registration • Current Car Insurance • Completed Immunisation Declaration • Completion of HSS mandatory competency training • Completion of credentialing- inclusive of 100 points of ID 	

Desirable Skills

- Demonstrated competence in delivering services that ensures consumers are safe
- Ability to work within scope of practice and escalate concerns and matters immediately and as required.
- Demonstrated commitment to quality improvement and evidenced based practice.
- Experience providing community-based services to Consumers
- Strong cultural sensitivity with high cross-cultural communication ability
- Demonstrably good judgment, problem solving and decision making in a fast-paced environment
- Strong customer service orientation and relationship management
- Ability to work as part of an inter-disciplinary team
- A high degree of technological ability
- Communicate clearly and concisely, both orally and in writing.
- Excellent interpersonal skills with the ability to work with stakeholders across all levels of the business to meet agreed outcomes and deliverables
- Commitment to and willingness to participate in continuing training and education related to area of employment.
- Excellent time management skills and ability to prioritise in a flexible and adaptable way