

Position title:	Personal Care Worker (PCW)	Position reports to:	Facility Manager (FM)			
Background						
<p>Shepparton Retirement Villages (SRV) is a non-for-profit community-based organisation that was founded by the Rotary Club of Shepparton back in 1968. Since that time SRV has become the largest provider of aged care services in the Shepparton region.</p> <p>SRV is responsible for the delivery of care across 271 residential aged care beds, 288 independent living units and 26 aged care packages. Services are delivered across 3 campuses however our care packages are delivered across Shepparton and the region. The 3 campuses are:</p>						
<table border="0"> <tr> <td style="vertical-align: top;"> <p>Rodney Park based in Mooroopna consists of:</p> <ul style="list-style-type: none"> • Mooroopna Place: 100 bed residential aged care facility • 93 Independent Living Units </td> <td style="vertical-align: top;"> <p>Kialla Gardens based in Kialla consists of;</p> <ul style="list-style-type: none"> • Banksia Lodge: 64 bed aging in place residential care facility • 109 Independent Living Units </td> <td style="vertical-align: top;"> <p>Tarcoola based in Shepparton consists of</p> <ul style="list-style-type: none"> • Administration • Maculata Place: 120 bed residential care facility • Hakea Lodge: 57 bed aging in place residential care facility • 70 Independent Living Units • Support at Home Program </td> </tr> </table>				<p>Rodney Park based in Mooroopna consists of:</p> <ul style="list-style-type: none"> • Mooroopna Place: 100 bed residential aged care facility • 93 Independent Living Units 	<p>Kialla Gardens based in Kialla consists of;</p> <ul style="list-style-type: none"> • Banksia Lodge: 64 bed aging in place residential care facility • 109 Independent Living Units 	<p>Tarcoola based in Shepparton consists of</p> <ul style="list-style-type: none"> • Administration • Maculata Place: 120 bed residential care facility • Hakea Lodge: 57 bed aging in place residential care facility • 70 Independent Living Units • Support at Home Program
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Role Statement						
<p>This position has broad responsibilities for duties in all aspects of resident care. Specifically, PCWs are responsible for ensuring the residents are safe, emotionally supported and completing Assisted Daily Living (ADLs) tasks.</p>						
Additional Information						
<p>All staff within Aged Care Facilities work as members of a team and tasks are divided between team members. Facilities operate on a 24-hour basis and all staff are required to work variable shifts. The requirement for flexibility of work location, the willingness to work varied shifts and occasionally at short notice is considered of utmost importance to the smooth running of the Facilities at Shepparton Villages Inc.</p>						
Reporting Statement/ Working Relationships						
<p>The position will report to the FM and works in collaboration with the After Hours Coordinators, Team Leaders and Enrolled Nurses.</p>						

Key Selection Criteria		
Qualifications/Skills:	<p>Essential:</p> <ul style="list-style-type: none"> • Certificate III or IV in Aged Care • High level of verbal and written communication • The ability to constantly display active listening and observation skills • Excellent team working skills • The ability to follow processes and instructions • Flexibility • The ability to problem-solve low to medium level of complexity issues and know when it is appropriate to escalate • The ability to implement time management and organisational skills <p>Desirable</p> <ul style="list-style-type: none"> • Genuine interest in aged care • A demonstrable working knowledge of the Aged Care Act and accreditation requirements 	
Additional Information	<ul style="list-style-type: none"> • A police check/criminal record and NDIS checks are required prior to employment and periodically during employment • All employees are required to be fully COVID vaccinated in accordance with Victorian Government directives or must be able to provide appropriate medical exemption documentation • Working across all sites, is required. • The probationary period for this position is 6 months (if a permanent role). 	
Key Result Areas	Key Activities	Standard Measures
Demonstrate and uphold the mission, values, foundation of care and vision of Shepparton Villages	<ul style="list-style-type: none"> • Ensure that the values of Shepparton Retirement Villages are incorporated into daily practices in relation to all your activities. 	<ul style="list-style-type: none"> • Demonstrate behaviours of choice, respect, care, passion and teamwork at all times while interacting in an employed capacity.

Adheres to all Health and Safety requirements for self, colleagues and residents	<ul style="list-style-type: none"> • Ensure that health and safety is at the forefront of your mind and actions and that you operate only in a safe manner at all times. • Read H&S Policies and Procedures and follow principles in work practices. • Report personal incidents and hazards promptly using the appropriate paperwork. • Practice safe handling and use of chemical • Use protective equipment and clothing when using chemicals. • Practice the principles of personal hygiene and presentation 	<ul style="list-style-type: none"> • Prevention - reporting areas of concern, in an appropriate manner, without delay. • Ensuring incidents, hazards and near misses are reported immediately and all paperwork is correctly completed and in a timely manner. • Demonstrates an understanding and commitment to H&S policies and procedures. • Demonstrates a sound knowledge and application of the hazard reporting system. • Evidence of safe storage and usage of chemicals • Protective clothing and equipment is used when required as per the SRV policies and procedures. • Evidence of good presentation is observed
Promotes and implements individualised, resident focused care that reflects the persons values and beliefs	<ul style="list-style-type: none"> • Promotes a resident focused approach in all activities and behaviours. • Involves the resident in their care. • See the resident as a person and treats them as an individual. • Activities are resident focused based on input from residents. <p>Structures in place to ensure resident confidentiality are maintained at all times.</p>	<ul style="list-style-type: none"> • All documents utilise a language that adheres to the values of Shepparton Retirement Villages • Care reflects an extension of the resident's prior lifestyle. • Communication reflects respect and a non paternalistic manner.
Organisational	<ul style="list-style-type: none"> • Be aware of and support the Philosophy of Shepparton Villages • Have commitment to and understanding of the standards of resident care as required by the Aged Care Outcome Standards. 	<ul style="list-style-type: none"> • Demonstrated understanding of and involvement in the development of the philosophy and objectives. • Demonstrated knowledge of and involvement in quality assurance within the facility and continuous improvement.
Communication	<ul style="list-style-type: none"> • Promote and actively demonstrate open honest communication with excellent listening, verbal and nonverbal skills. • To communicate well with all other Facility Staff, • Liaise with other carers, health professional, relatives, friends, clergy and community groups in regard to resident needs. • Participate in meetings. <p>Participate in relevant committees representing the facility.</p>	<ul style="list-style-type: none"> • Demonstrates sound communication skills in a pleasant clear manner to persons involved in the care of residents. • Demonstrated ability to work and communicate with all other workers within the aged care team. • Demonstrated attendance at facility meetings and information sessions. • Provides evidence of membership of organisational committees and displays ability to present information to groups in an interesting manner.

Resident Care Responsibilities	<ul style="list-style-type: none"> Report all resident incidents or altered health status to the Facility Manager or Team Leader or After Hours Care Coordinator. Recognise that each resident is regarded as an individual with human rights and therefore always to be treated with dignity and respect. Ensure that relatives and friends of all residents are encouraged to contribute to the well-being of Residents. Be accountable for the standards of care delivered to residents by involvement in monitoring and evaluation of care delivery and attendance at the Resident Care Planning and Staff Handover meetings. 	<ul style="list-style-type: none"> All incidents and altered health statuses are reported appropriately and within the required timeframes Demonstrated that each resident is regarded and valued as an individual. Demonstrated a sound knowledge of the care process and is able to accurately assess resident's needs. Demonstrates a commitment to the involvement of family and friends in the planning of care for the resident. Demonstrates an involvement in the on-going planning, delivery, monitoring and evaluation of quality care to the residents.
Policies, procedures and work practices	<ul style="list-style-type: none"> Ensure an understanding of and commitment to policies of Shepparton Villages. Where required contribute to the development of Shepparton Villages Policies & Procedures. To be aware of and implement infection control work procedures Ensure an understanding of continuous quality improvement 	<ul style="list-style-type: none"> Demonstrates an understanding and compliance with the Policies & Procedures of Shepparton Villages. Provide suggestions to the Facility Manager and team leaders. Demonstrates a sound understanding and application of appropriate infection control procedures and practice e.g. standard precautions in accordance with the policies and procedures as outlined in Shepparton Villages Infection Control Manual. Demonstrate involvement in quality assurance activities <ul style="list-style-type: none"> Audits if required Service improvements The development of strategies to address any identified problems relating to Residential Care
Demonstrate a commitment to ongoing professional development and education	<ul style="list-style-type: none"> Develop and maintain a professional approach to personal and other team members work performance. Develop goals for improved work efficiency and efficacy to produce positive resident outcomes in workplaces. Recognise the importance and necessity for ongoing professional education. To support the concept of personal professional development, education, and performance appraisal. 	<ul style="list-style-type: none"> Demonstrate positive attitude to own personal performance and other team members work performances. Demonstrate the ability and willingness to identify and develop short term goals that improve service to the Residents. Demonstrate or provide record of study days or in-service attendances. Identify areas for improvement and suggest a plan for continuous improvement Demonstrate a commitment to continuing personal professional development and participation in staff performance reviews.

Be an effective team member	<ul style="list-style-type: none"> • Work collaboratively with all team members to provide effective care and services • Promote a positive culture through active engagement in the workplace through concepts of <ul style="list-style-type: none"> ○ Choose your attitude ○ Be there for all ○ Make their day ○ Have fun 	<ul style="list-style-type: none"> • Demonstrated teamwork and respect for others • Responds quickly and appropriately reporting issues raised residents their representatives or any other visitors to the Facility Manager or the Team Leader
Use resources efficiently and effectively	<ul style="list-style-type: none"> • Ensure a thorough understanding of ACFI requirements and documentation necessary to maintain care subsidies • To be involved in regular review monitoring and evaluation of supplies and equipment in the facility 	<ul style="list-style-type: none"> • To ensure all entries in the documentation are appropriate to the particular resident • Demonstrates involvement in planning, using and evaluating equipment and supplies in the facility and immediately report to the Facility Manager if maintenance and re-ordering is required
Meet the needs of the organisation, residents, consumers, and employees	<ul style="list-style-type: none"> • Undertake any other tasks commensurate with the classification of this position 	<ul style="list-style-type: none"> • Meet the needs of organisation, residents, and staff

INHERENT POSITION REQUIREMENTS

Shepparton Villages has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others. This role may require the following tasks among other things:

	Tasks	Occasionally (1 - 33%)	Frequent (34 - 66%)	Very frequent (67 - 100%)
Physical	Assisting residents to reposition, transfer and ambulate			✓
	Standing and walking			✓
	Bending, kneeling, squatting, crouching			✓
	Tasks involving manual dexterity			✓
	Tasks involving pushing and pulling			✓
	Lifting and carrying objects (as per our minimal lift policy)			✓
	Computer work	✓		
	Sitting for extended periods	✓		
	Neck flexion/extension and rotation	✓		
	Climbing stairs, ladders	✓		

	Driving motor vehicles/machinery			
	Walking over uneven surfaces			
	Handling unstable objects or people		✓	
	Exposure to vibration			
Psychosocial	Dealing with distressed staff, residents, families and visitors		✓	
	Working with residents with cognitive impairments and associated behaviours			✓
	Working with residents at their end of their life		✓	
	Requirement to meet urgent timelines		✓	
	Exposure to distressing situations		✓	
Environmental	Exposure to chemical hazards – dust, gases, fumes, liquids, hazardous substances eg, cytotoxic medication	✓		
	Working in confined spaces			
	Working in temperature extremes and exposure to outdoor elements, eg cool rooms and working outdoors			
	Slippery or uneven surfaces		✓	
	Biological hazards – body fluids, bacteria, infectious diseases		✓	

I acknowledge:

- That I have read and fully understand this Position Description
- I agree that I have the ability to fulfil the inherent requirements of the position and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- I agree that I will participate in a performance review six months after appointment and thereafter every two years with my Manager
- I will be required to work in accordance with Shepparton Villages Values and Behaviours, Code of Conduct and policies and procedures
- Shepparton Villages may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

PRINT Name: _____ Signature: _____ Date _____