

Position Description

Personal Care Attendant

Award or EBA:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification/Grade:	Level 1 or Level 2 dependent on qualifications and experience
Directorate:	Children's, Youth, Disability & Social Support
Reports to:	Team Leader – Centre Based Service
Direct Reports:	Nil

Our vision is ensuring the health and wellbeing of our community.

Our values are:



Inclusion	Integrity	Collaboration	Excellence	Innovation
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Role Description

DPV Health Disability Services are registered with NDIA providing support services to people with a disability and their families living in Melbourne's North.

The Personal Care Attendant (PCA) assists clients and provides professional person-centred care and appropriate assistance to maximise their independence and autonomy, within the guidelines and frameworks of the NDIS Act 2013, Vic Disability Services Act 2006 and the Charter of Human Rights and Responsibilities Act 2006.

The Personal Care Attendant is a valued member of the Disability Centre Based Services team and contributes to the development of service practice through regular staff meetings, planning processes, training, and review of service delivery and practice.

Roles Key Accountabilities

Service Delivery

- Provide individually tailored support to clients to maximise dignity, personal growth and independence.
- Support clients with activities of daily living (ADL's) including:
 - Personal hygiene and appearance.
 - Maintaining a physical and psychosocial environment that promotes safety, security and optimal health for clients.
 - Maintain a clean and safe work environment
 - Assist Disability Instructors with administration of prescribed medication. - Assist with meal preparation and supporting clients to have their meals and drinks including peg feeding

- Implement individual client communication strategies and assist in development and evaluation
- Contribute to the ongoing development of a person-centred team.
- Make suggestions to improve service to clients and implement in consultation with the Team Leader.

Reporting, System and Analytics

- Complete administrative duties related to clients individual support, in a accurate and timely manner that includes but not limited to:
 - Client progress notes or Program Outlines – in electronic systems eg Carelink
 - Recording of behaviours displayed in line with Behaviour Support Strategies
 - Program planning outlines
 - Medication administration sheets
 - Incident and hazard reporting – in Electronic Systems eg riskman
 - Support plan reviews and progress
- Maintain and apply general procedures, protocols, and documentation
- Take opportunities to increase skills through identifying relevant training and study opportunities that will contribute to improved service outcomes
- Demonstrate commitment to change management processes.

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Demonstrate knowledge and understanding of NDIS Code of Conduct guidelines from the NDIS Quality and Safeguarding Commission
- Participate in regular supervision, annual work plans and annual performance reviews
- Actively participate in all required training, inductions and development
- Attend and actively participate in required meetings
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

Health and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Demonstrate safe work behaviours and conducting work in accordance with our safety management system.

Risk Management and Compliance – Quality and Accreditation

- Ensure documentation supports both quality and department standards
- Actively identify, monitor, and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of their care and services
- Identify risks as they emerge and proactively addressed new and known risks.
- Commitment to partnering with clients to facilitate effective engagement and participation.

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This position description contains the key roles and responsibilities and associated performance indicators for this position. The above list is not intended to be complete. Other tasks may be assigned from time to time to meet the needs of the organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

DPV Health Requirements

- Current Victorian Drivers Licence
- NDIS Screening Check
- Travel between sites is required
- Evidence of Covid Vaccination
- Valid Working With Children Check
- Satisfactory Police Check
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Authority

The occupant of this position has authority as per the delegation manual.

Key Selection Criteria

Qualifications

- Desired - Certificate III individual Support, Aged Care, Home & Community care, or Disability.
- A current First Aid Level 2 Certificate.
- Medication Administration, Manual Handling & Infection Control certification
- Desired - PEG Feeding certification
- Managing Epilepsy certification
- Desired - Current food handling certificate

Experience & Skills

Service Delivery

- Genuine interest in the well-being inclusion and outcomes of people living with a disability.
- Experience with supporting people in areas such as personal care, health and well-being.
- Ability to communicate effectively with all members of society and actively participate in building an inclusive environment for all.
- The ability to solve problems
- Demonstrate a high level of knowledge of safe food handling, hygiene, cleaning and cooking techniques
- Demonstrate a good level of organisation, planning and time management skills.
- Demonstrate a high level of commitment and responsibility whilst understanding and respecting DPV Health clients, their families and other related peoples
- Thorough understanding and commitment to OH&S, Disability Standards and EEO principles.
- Computer literate: able to use MS Word, Outlook & be comfortable with data entry.

Communication and interpersonal approach

- Excellent communication skills including an ability to work within an inter-professional framework and collegiate manner
- Ability to communicate with a diverse range of audiences in an informative, engaging and persuasive manner
- Excellent written and verbal communication skills.

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- High level of energy, initiative, sound judgement and a sense of urgency
- Sensitivity to issues related to the provision of services with cultural diversity
- You can be tactful and impactful.
- Utilises interpersonal skills and tools to establish constructive rapport with clients from a variety of cultures, religions and socio-economic circumstances
- Ability to present complex information in an easily understood and accessible format

Client Focussed

- Ability to deliver results and meet and exceed your client expectations.
- Excellent at developing, establishing and sustaining interpersonal relationships.
- Builds client relationships and positive culture to support client decision making.
- Ability to understand the client needs and delivery the required service
- Demonstrated responsiveness to client needs and wants. (Internal and external)

Planning and Organisation

- Ability to write clear, concise and informative notes
- Understanding and knowledge of the NDIS funding changes impacting the sector
- Analyse and present complex information in an easily understood and accessible format.
- Demonstrated ability to participate in a performance driven environment
- Ability to understand the client needs in a purchased insurance scheme

Industry

- Knowledge of community support services
- Knowledge of Client Directed Care principles and frameworks
- Ability to work independently and respond to a changing work environment

Quality, process improvement and innovation

- Uses initiative in identifying continuous quality improvement opportunities
- Knowing the most effective and efficient processes to get things done. Speaking up and making suggestions when things can be done better for the client
- Capacity to make decisions, find solutions and escalate when required
- Seek opportunities to improve processes adapting to a flexible and changing environment
- Commitment to maintaining a high standard and quality of work and ethics

Self-motivated

- Solution orientated and creative thinker
- Ability to work independently and meet agreed timelines

Employee Acknowledgement

I, _____, acknowledge I have read and understood this position descriptions and the requirements of my role.

Signature _____ **Date** _____