

Chinese Community Social Services Centre Inc.

(ABN 95 428 365 701)

COMMUNITY AGED CARE & DISABILITY SERVICES PERSONAL CARE WORKER (PCW) POSITION DESCRIPTION

At Chinese Community Social Services Centre Inc. (CCSSCI), we are committed to the provision of high quality care for members of the Chinese-Victorian community. We achieve our mission by attracting and retaining the best staff.

CCSSCI has Community Aged Care & Disability Services in the Eastern Metropolitan Region (EMR), the Northern Metropolitan Region (NMR), the Southern Metropolitan Region (SMR) and the Western Metropolitan Region (WMR).

Responsible to: Senior Service Support Worker and/or Case Managers

Responsible for: The provision of assistance with direct care support to the clients such as personal care, domestic support and respite support.

Position Context and Objectives:

The objectives of the Community Aged Care & Disability Services are:

- to assist people to remain living at home for as long as possible; and
- to enable clients to have choice and flexibility in the way that care and support is provided at home.

The purpose of the role is to:

- Ensure effective provision of services to clients to meet their needs
 - Ensure that services are delivered in an appropriate, caring and respectful manner.
 - Ensure compliance with quality and risk management accountability requirements and reporting processes in accordance with funding requirements and CCSSCI policy.
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Environment

This position will be working within the home environment of the clients being supported and will involve travel to and from the clients' homes as required. Flexible working hours are required.

KEY RESPONSIBILITIES AND DUTIES:

1. Provision of Individualised and Personalised Care

- 1.1 Provide home care to clients in accordance to the clients' care plan.
- 1.2 Provide home care including:
 - a) general housekeeping including duties such as assisting with meal planning and preparation, house cleaning and tidying up, laundering and shopping.
 - b) personal care such as assisting with bathing, sponging or showering of clients, assisting with toileting, assisting with mobility such as getting out of bed, dressing, transferring to a commode or wheelchair.
- 1.3 Transport clients to appointments and activities.
- 1.4 Assist with exercises, physiotherapy and other medical or allied health treatment plans.
- 1.5 Banking and paying bills in accordance with clients and/or their primary carers' request.
- 1.6 Provide respite care as required.
- 1.7 Provide feedback to Case Manager and other health professionals as required.
- 1.8 Make acute use of the senses in assessing health care needs such as hearing and visual to look for symptoms of illness.
- 1.9 Maintain the dignity, integrity, rights and confidentiality of clients.
- 1.10 To carry out other duties as directed by the Case Managers, Senior Case Managers and/or Program Manager.

2. Teamwork

- 2.1 Work as a member of CCSSCI's team and carry out your duties in a manner that reflects the mission and values of CCSSCI.
- 2.2 Actively contribute to the establishment and maintenance of constructive relationships within the team.
- 2.3 Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others.
- 2.4 Regularly attend and participate in staff meetings and ensure meeting minutes, memorandums and information are read and acted upon.

3. Continuous Improvement/Quality Management

- 3.1 Contribute to the success of CCSSCI as a leading welfare service provider among the Chinese community.
- 3.2 Ensure compliance with CCSSCI's policies and procedures.
- 3.3 Support a culture of performance improvement and evaluation.
- 3.4 Ensure that legislative requirements regarding various aspects of the services are complied with at all times.

4. Communication

- 4.1 Follow roster as outlined and notify Senior Service Support Worker or Service Support Worker with roster queries or changes.

5. Health and Safety

- 5.1 Adhere to Occupational Health and Safety regulations, policies and procedures.
- 5.2 Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and clients.
- 5.3 Demonstrate awareness of OH&S law and safe manual handling as relevant to position.

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- 5.4 In the event of accidents or incidents that involve staff, client or volunteers, accurately complete incident forms as may be required and report to the Case Manager.
- 5.5 In the event of hazard identification, complete relevant form and report to Case Manager.
- 5.6 Immediate reporting to Case Manager of notifiable issues e.g. elder abuse, key risks to the organisation.
- 5.7 Demonstrate an understanding of own role and responsibility in the event of fire and/or other emergency including the ability to evacuate self and persons as appropriate.
- 5.8 Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturer's instructions and organisational guidelines, and reports any breakdown or requirements to Case Manager.
- 5.9 Participate in training and education sessions regarding occupational health and safety.

6. Professional Responsibilities

- 6.1 Consistently exercise appropriate professional judgment in all decisions made that are related to the safety and wellbeing of clients and staff, the daily operation of the program and the reputation and interests of the organisation.
 - 6.2 Maintain abreast of current practice and trends in quality management systems as they relate to the provision of services.
 - 6.3 Recognise the need for, and actively participate in continuing education and development.
 - 6.4 Assist in the development of organisation and a positive attitude to client participation across the organisation.
 - 6.5 Comply with all Privacy Legislation requirements and CCSCI confidentiality policy when communicating any and all information pertaining to clients, staff and the operations of CCSCI.
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KEY SELECTION CRITERIA

To competently perform in this position, the person should possess the following knowledge, skills and experience:

Essential

- Certificate III Individual Support or equivalent.
- Current First Aid Certificate
- Current CPR Certificate.
- Be able to speak fluent Cantonese and/or Mandarin, and to communicate and read simple English.
- Demonstrated strong commitment to excellence and quality in the provision of aged care and disability services.
- Well-developed problem solving skills.
- Ability to complete documentation to meet quality assurance and funding requirements.
- Demonstrated ability to document concisely and effectively in client's communication book of issues concerned.
- Demonstrated ability to solve problems and contribute to continuous improvement.
- Commitment to, and willingness to participate in, continuing training and education related to area of employment.
- Ability to work independently without close supervision and to work effectively, respectfully and collegially in team environment.
- Ability to establish and sustain rapport with clients and their family while maintaining a professional non-intrusive approach.
- Ability to use initiative, to adapt to change, and to be flexible in the approach to providing services.
- Highly developed interpersonal skills and ability to work with clients of differing backgrounds whilst maintaining role and professional boundaries.
- Proven ability to work both independently and to participate as an effective team member.
- Current satisfactory police check.
- Current drivers licence.
- Reliable motor vehicle (including valid registration and insurance).
- Mobile phone available to be used for job use.

Desired

- Basic food handling certificate, dementia or OH&S Training.
- Medication endorsement/competency/qualification.
- Previous experience in the application of quality assurance and or continuous improvement systems.

KEY PERFORMANCE CRITERIA

In addition to the performance standards and responsibilities outlined in this Position Description, a comprehensive set of Key Performance Criteria will be used to clearly establish performance and expectations and to review performance as per performance review clause.

The following is the overarching areas of performance with specific measures to be initially developed by the Community Services Manager in consultation with the incumbent and then reviewed annually or as required.

Area of Performance:	
Provision of Individualised and Personalised Care	<ul style="list-style-type: none"> ▪ Evidence of compliance with relevant program guideline standards. ▪ Evidence of positive client feedback/client outcomes. ▪ Evidence of empathy for the needs of clients and ability to provide flexible care in accordance with clients' needs and preferences. ▪ Evidence of competence in managing time and setting priorities. ▪ Evidence of competence to complete allocated tasks with satisfactory outcomes within the required timeframes. ▪ Evidence of having consistency exercised appropriate professional judgement in all aspects of responsibilities.
Teamwork	<ul style="list-style-type: none"> ▪ Evidence of cooperation and respect with other staff members. ▪ Evidence of attendance at staff meeting. ▪ Evidence of reading meeting minutes, memorandums and information.
Continuous Improvement/Quality Management	<ul style="list-style-type: none"> ▪ Demonstrated compliance with all CCSSCI's policies and procedures. ▪ Demonstrated compliance with legislation. ▪ Evidence of active participation in our quality improvement programs. ▪ Evidence of accurate and timely reporting.
Health & Safety	<ul style="list-style-type: none"> ▪ Ability to demonstrate role in the event of fire or another emergency. ▪ Evidence of accurate and timely incident reports and follow-up actions. ▪ Evidence of accurate and timely hazard alert reports and corrective actions. ▪ Evidence of competency in adhering to standard infection control guidelines and practices.

SALARY AND CONDITIONS:

- Commensurate with qualifications and experience of candidate.
- Social, Community, Home Care and Disability Services Industry Award 2010.

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PERFORMANCE APPRAISAL

The Personal Care Worker performance shall be evaluated by the Senior Personal Care Worker or other delegates by the Director of Community Services at six month's service and at the conclusion of 12 months service and thereafter each subsequent 12 months, on termination of service and/or on request.

CCSCI's policy is that concerns over skill and performance of employees are addressed, wherever possible, through a performance appraisal, which is not related to the Disciplinary Procedure.

Note: Statements in this position description are intended to reflect, in general, the duties and responsibilities of the position and are not to be interpreted as being all-inclusive.

DIRECT CARE WORKER**Physical Requirements**

Due to the geographic layout and nature of work employees will be required to undertake a diversity of tasks, which may require various forms of mobility.

Physical Requirements of the Position

The following requirements will be needed to carry out the essential elements of the position as outlined in the position description.

The frequency descriptions relate to the following time frames:

Continuous	= 75% to 100% of the work day
Frequent	= 25% to 75% of the work day
Infrequent	= 0% to 25% of the work day

PHYSICAL DEMAND	FREQUENCY	COMMENTS
Standing and Walking	Frequent	Standing and walking are components of the position. They are required for the delivery of service and movement. It will require the ability to fully use both legs on a variety of surfaces.
Sitting	Infrequent	Sitting is a required when accompanying clients or carrying out documentation requirements.
Climbing	Infrequent	Climbing is required when ascending or descending stairs or ladders. It will require the ability to utilise both legs and feet and/or hands and arms. Body agility is required.
Balancing	Continuous	Balancing is required to maintain body equilibrium to prevent falling when walking, standing, crouching and/or lifting whilst carrying out job requirements.
Lifting and carrying	Infrequent	Lifting and carrying is required in the movement of objects including movement from lower to higher and/or horizontally and/or place to place. It will require the ability to fully use both arms and hands.
Pushing and Pulling	Infrequent	Pushing and pulling are required to draw, drag, push or tug objects.
Bending and Crouching	Infrequent	Bending at waist level whilst carrying out job requirements. Ability to crouch to floor level when required.
Kneeling	Infrequent	Kneeling can be required whilst carrying out job requirements.
Reaching and stretching	Frequent	Reaching and Stretching is required in carrying out care duties.
Twisting	Infrequent	Twisting may be required in the movement. The ability to reach in all directions and to twist at the waist is required.
Grasping/ Finger Movement	Continuous	Grasping and finger movement (pinching, picking, typing) is required to holding onto objects and in carrying out administration duties. It will require the ability to do repetitive motions with hands, wrists and fingers.

PHYSICAL DEMAND	FREQUENCY	COMMENTS
Handling and Feeling	Continuous	Handling and feeling are required in carrying out administration duties, finger dexterity and hand–eye coordination are required, along with full hand and wrist movement, also the ability to perceive attributes of objects or care recipients by touching with skin, particularly that of the fingertips.
Talking	Continuous	Required for job requirements. An excellent understanding of the English and Chinese languages is required in carrying out administration duties and when dealing with care recipients, staff and other key stakeholders. Also the ability to communicate effectively.
Hearing	Continuous	Required for job requirements. Ability to maintain hearing acuity, with correction, if required, and the ability to hear and understand whispered conversations at a distance of up to 1 metre. Ability to interpret what is being heard.
Vision	Continuous	Required for job requirements. Ability to maintain 20/40 vision using correction, if required. Ability to see and recognise objects and read documents. Ability to discriminate between colours and to determine depth perception.
Smelling	Continuous	Required for job requirements. Ability to distinguish odours and identify hazards.
Repetitive Motions	Frequent	Repetitive motions of the wrists, hands or fingers may be required when carrying out care duties.
Driving	Frequent	Driving of motor vehicle between clients' home and provide transport for clients to shopping, attending medical appointments and social activities.

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AVAILABLE ASSISTANCE

The following assistance will be available to aid in meeting the physical requirements, however assistance is not limited to this list.

- Orientation program on commencement
- Ongoing education and training
- Policies, Procedures and Guidelines for duties
- Legislative Requirements for duties
- Maintenance system to ensure the duties are performed within the Policies, Procedures and Guidelines
- Equipment to be maintained in a safe and functional manner

AUTHORISATION

Authorised by:
Chief Operating Officer

Date: July 2023

Review Date: when required

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EMPLOYEE POSITION DECLARATION

Ihave chosen to accept the offer of
(Please write your full name)
employment at Chinese Community Social Services Centre Inc.

In accepting this offer I have read and understand the Position Description and Physical Requirements and agree that I have the physical ability to fulfil this position and accept my role in fulfilling the Key Responsibility Areas. I understand that the information provided is a general outline and may not encompass every aspect of the position.

I have initialled the top right-hand corner of each page as confirmation of reading and understanding the position and physical requirements.

I understand that this is separate to the Employment Contract that I will sign/have signed*, outlining the Employment Details.

.....
Signature

.....
Date

*delete as necessary

