

## Position Description

### Personal Care Attendant (PCA)

<b>Agreement:</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Classification:</b>	Level 1 or Level 2 dependent on qualifications and experience
<b>Directorate:</b>	
<b>Reports to:</b>	Team Leader- Community Choices
<b>Direct Reports:</b>	Nil

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

Our values are:

Persistence	Integrity	Compassion	Respect	Responsiveness
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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.

The Personal Care Attendant is a valued member of the Community Choices Team and contributes to the development of service practice through regular staff meetings, planning processes, training and policy reviews. All service delivery must be in line with Policies and the requirements of DPV Health and the requirements of the National Disability Insurance Scheme Act 2013, Victorian Disability Services Act 2006 and the Charter of Human Rights and Responsibilities Act 2006.

### Roles Key Accountabilities

#### Service Delivery

- Provide individual tailored support to clients to maximise dignity, personal growth and independence.
- Contribute to the ongoing development of a person-centred team.
- Support clients with activities of daily living, including:
  - Personal hygiene and appearance
  - Maintains a physical and psychosocial environment that promotes safety, security and optimal health for participants.
  - Maintain a clean and safe 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
- Make suggestions to improve service to clients and implement in consultation with the Team Leader.

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- Implement individual communication strategies and assist in development and evaluation

### **Reporting, System, Process and Analytics**

- Contribute to the team's administrative work to ensure it is completed in an accurate and timely manner that include but not limited to:
  - Ensure completion of appropriate documentation. Client case notes
  - Behaviour support plans and behaviour management strategies
  - Program outlines and participants and program outcomes
  - Medication sheets
  - Incident and hazard reporting
  - 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 meets both National Quality Standards and DPV Health quality requirements
- Ensure mandatory medication and attendance records are completed.
- 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

.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.

- Current Victorian Drivers Licence
- Disability Worker Exclusion Check
- Travel between sites is required
- Valid Working With Children Check
- Satisfactory Policy Check
- NDIS Quality and Safeguarding commission worker screening check

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### **Authority**

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

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### **Key Selection Criteria**

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#### **Qualifications**

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

#### **Experience & Skills**

##### **Professional**

- Genuine interest in the well-being and inclusion of people with disabilities.
- 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.

##### **Interpersonal**

- Demonstrated capacity to collaborate as part of a diverse team and also work autonomously.

- Strong communication skills
- Demonstrated initiative and self-direction as well as a 'team player' capability within a dynamic and busy work environment
- A strong customer focus and demonstrated ability to develop effective and positive working relationships at all levels
- Ability to work independently and respond to a changing work environment
- Professional 'can do' and flexible approach aligned with organisational values and behaviours

### **Employee Acknowledgement**

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

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_