



## Position Details

Position Title:	Personal Care Worker - Qualified
Reports To:	Service Manager
Agreement:	Aged and Community Care Support Staff Enterprise Agreement <u>Level 2</u> – No qualifications with at least 12 months experience OR Certificate III with no experience <u>Level 3</u> – Certificate III <u>plus</u> 12 months experience <u>plus</u> primary duties as per clause 7.1.4 of the Agreement Churches of Christ Care Victoria, ANMF and HSU Enterprise Agreement <u>Grade 2</u> – Certificate III <u>Grade 3</u> – Certificate IV plus 2 years' experience plus training for Grade 2
Group:	Seniors Living
Team:	Residential Aged Care
Approval Date:	25 February 2021

## Organisation Overview

Churches of Christ in Queensland has been an active part of the community for more than 130 years. We have a significant presence in Queensland and Victoria with over 200 services in more than 100 communities. Thanks to the support of over 3,500 staff and 1,300 volunteers, we positively impact tens of thousands of lives each year.

We operate a range of missional and community care services to assist families, the elderly and people in the areas of early childhood care; children, youth and family services; community housing; retirement living; home care; and residential aged care services. We provide Christ-inspired care and compassion to vulnerable people at different stages of their life journey. Visit [cofc.com.au](https://cofc.com.au) to learn more about us.

## Position Overview

The Personal Care Worker - Qualified is responsible for providing direct care to residents and assisting residents in the undertaking of daily living activities that meet the resident's individual physical, spiritual, social and cultural needs.

The Personal Care Worker - Qualified contributes as an integral member of the Seniors Living group and supports activities aligned with the strategic direction of and consistent with the mission and values of Churches of Christ in Queensland.

## Position Responsibilities

1. Provide personal care and physical and emotional support to residents who require assistance with daily living, including e.g. mobility assistance to and from activities, meals, social outings and clinical care; provide medication assistance to residents.
2. Participate in the development and review of resident/client care plans; complete charting and report any observed changes to resident health to the Registered Nurse/Enrolled Nurse, Service Co-ordinator/Service Manager; ensure all necessary documentation is complete and accurate to facilitate ongoing planning and provision of care for residents.

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## Organisational Accountabilities

## General

1. Actively participate as a team member while supporting the achievement of organisational strategies.
2. Provide a high standard of customer service to all stakeholders and participate in continuous improvement processes for service delivery.
3. Advance Churches of Christ in Queensland's reputation in the community; support service integration by providing seamless provision of client-focused care and services.
4. Actively commit to and perform work in accordance with quality standards and continuous improvement; identify and communicate improvement opportunities.
5. Adhere to the organisation's policies and procedures; comply with all legislation and regulations affecting the position; adhere to the code of ethics and scope of practice that apply to the profession; take reasonable care to ensure that actions and omissions do not impact on the health and safety of others.
6. Comply with the requirements of applicable service level agreements, and provide information for reports as required; support actions to ensure financial targets are met and, where appropriate, contribute to acquittal and funding agreement requirements and implement corrective action as directed.
7. Support leadership by participating in professional development, performance appraisal processes and feedback.

## Mission Focus

8. Forward the mission and model the values of Churches of Christ in Queensland in day-to-day work, including in all interactions with members, ministers, staff, and other stakeholders.

## Key Selection Criteria

## SC1: Qualifications and Knowledge

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|------------|---|
| Essential: | <ul style="list-style-type: none"> <li>• Certificate III in Individual Support (Aged Care) or Certificate III in Aged Care.</li> <li>• Ability to read, write and communicate effectively in English.</li> </ul>  |
| Desirable: | <ul style="list-style-type: none"> <li>• Completion of the following units of competency: HLTHPS006 – Assist clients with medication.</li> <li>• Certificate IV in Ageing Support (Aged Care).</li> <li>• Possess a current First Aid certificate and Cardiopulmonary Resuscitation (CPR) certificate.</li> </ul> |

## SC2: Experience

- Essential:
- Demonstrated experience in a direct care role within aged care.

### SC3: Technical Competence

- Basic computer skills, including the ability to use Outlook and Internet Explorer.



## SC4: Personal History Checks

- Possess a current National Police Certificate – or the ability to acquire.
- Possess a current Influenza Vaccination – or the ability to acquire.

## SC5: General

1. Well developed communication and interpersonal skills to engage with a range of internal and external stakeholders.
2. Demonstrated ability to deliver quality services underpinned by continuous improvement to meet the needs of stakeholders.
3. Demonstrated ability to handle the challenges that occur in an organisation driven by change and innovation.
4. Well developed problem solving, decision making and negotiation skills.
5. Proven ability and willingness to support a culture of safety, legislative compliance, quality and continuous improvement.
6. An understanding of the principles and values of Christianity and a demonstrated commitment to the mission, vision and values of Churches of Christ.