

Position Description



Position Title:	Personal Care Worker – Grade 2
Location:	Malvern
Department	Hospice
Reporting To:	Deputy Hospice Manager
Main Purpose of Position:	<p>Responsible for the delivery of delegated aspects of client care and other duties in accordance with the position description.</p> <p>Commitment to providing high quality care to the children and families accessing Very Special Kids House.</p> <p>Working effectively as part of a skilled, creative, professional and compassionate team.</p>
Number of Direct Reports	0
Decision Making Authority	As per Very Special Kids' Delegation of Authority
Key Relationships	<p>Internal:</p> <ul style="list-style-type: none"> • Hospice Manager & Deputy Hospice Manager • Registered Nurses & Enrolled Nurses • Family Support Team Manager • Family Support Team and Hospice Team <p>External:</p> <ul style="list-style-type: none"> • Very Special Kids families

Key Selection Criteria	<p>Qualifications/ Education Training and Work Experience</p> <ul style="list-style-type: none"> • Work experience in personal care in either health, disability or aged care highly advantageous • Cert III in Disability or similar qualification required • First Aid Certification highly desirable • Experience in customer service is required <p>Knowledge and Skills</p> <ul style="list-style-type: none"> • Demonstrated ability to work with children, families and volunteers within a health setting and commitment to the provision of family centred care preferable. • Basic to intermediate Excel, Word and Microsoft Outlook skills required. <p>Personal Attributes</p> <ul style="list-style-type: none"> • Demonstrated ability to manage own time to meet daily roles and responsibilities in accordance with the position. • Demonstrated communication and interpersonal skills including written and oral skills • Commitment to the purpose, values and philosophy of Very Special Kids • Commitment to child-safe work practices and environment • Commitment to a strengths based practice approach with families and volunteers • Commitment to quality improvement and ongoing evaluation • Demonstrated commitment to ongoing development and self care
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Key Areas of Responsibility

Organisation

Key Performance Indicators

Communicating effectively to build positive and harmonious working relationships within the organisation	Open and positive relationships with other staff
Represent Very Special Kids in a professional and appropriate manner according to the values of the organisation	Maintain and build the reputation of the organisation
Promote harmonious working relationships within the organisation and effective communication across teams	Regular formal and informal communication within the Hospice Team and the Family Support Team

Performance Management

Key Performance Indicators

Participation in the annual review process to review personal and allocated work performance	<p>The setting of performance objectives/goals and the ongoing evaluation of performance and achievement will be conducted within three (3) months from commencement and then bi-annually on the basis of the duties and responsibilities outlined in the position description</p> <p>Objectives will be developed annually documented, discussed and agreed with the Hospice Manager.</p>
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Clinical care**Key Performance Indicators**

Implement only delegated aspects of care under the supervision and delegation of the registered nurse.	Care is provided in accordance with Very Special Kids policies and procedures Individual child care plans are co-ordinated and implemented in collaboration with registered nurses parents / care givers to achieve identified outcomes
Assist the Registered Nurses in maintaining administrative systems for children.	Clinical notes, both hard copy and those stored electronically, are provided with relevant statistics in accordance with agreed time frames. Documentation of all care provided together with concise note taking.
Ensure maintenance of confidential family records	All records maintained in accordance with the Very Special Kids Privacy and Confidentiality policies

Team**Key Performance Indicators**

Assist in the implementation and execution of audit schedules.	Participation in audits and timeframes as required.
Attend mandatory in house training when organised and contribute to other staff development programs where there is a topic that may be of interest. Support volunteers	100% attendance at all mandatory training and completion of online modules. Actively participate in team and organisational meetings. As part of a multi-disciplinary team, provide guidance to Volunteers who work alongside the Carer as required.
Participate in hospice school holiday program activities and outings as required	Successful implementation of school holiday programs

OHS**Key Performance Indicators**

Comply with OHS policies and procedures including safe operating procedures, wearing any personal protective equipment indicated, use other safety & emergency equipment provided as directed, assist with the preparation of risk assessments as requested, report any hazards, near misses, incidents or injuries sustained in the workplace to your Manager as soon as possible. In addition attend mandated OHS training as required and keep your immediate workplace clean, tidy and free of trip hazards.	100% attendance/completion of OHS mandated training.
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Patient Safety and Quality**Key Performance Indicators**

<p>Be familiar with the patient safety and quality requirements of the National Safety and Quality and Health Service Standards as they apply to Very Special Kids. These requirements are to be included as agenda items in relevant meetings and you must fulfil all necessary planning and training obligations as appropriate to your role, or those of any direct reports.</p>	<p>Participation in patient safety and quality improvement activities. 100% completion of mandated training.</p>
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Conditions of Service	
Hours	As per contract
Remuneration and terms & conditions	As per Very Special Kids Nurses and Personal Care Workers Enterprise Agreement
General	Employment with Very Special Kids will be subject to a satisfactory Police Check and a Working with Children Check.

Privacy Statement: Personal Information may be collected and stored for the purpose of recruitment and selection. The information will only be used and disclosed for the primary purpose of its collection. Some exceptions exist. These may be obtained from the Privacy Officer.

Approvals	
Created by:	Sue Kearney
Approved by:	Katrina Hall
Date of Last update:	19 July 2019