



POSITION DESCRIPTION

PERSONAL CARE ATTENDANT

_____/_____/_____ Employee Name (print)	_____ Employee Signature (sign)	_____ Date
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_____/_____/_____ Manager Name (print)	_____ Manager Signature (sign)	_____ Date
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Part A: Position Description – Personal Care Attendant

Position Objectives:

- To provide Personal Care Attendant services to the residents of the retirement village/s in a friendly, professional and courteous manner and to maintain the high standards which are expected at RetireAustralia.
- Conduct work in a friendly and professional manner maintaining resident's privacy and dignity.
- Monitor a safe workplace and ensure Health, Safety & Environment (HS&E) policies and procedures are adhered to.

Reporting and Team Relationships:

- This position reports to the Village Manager.
- The holder of this position will build an effective working relationship with all village staff.
- All village staff and management are required to function as a team with the emphasis on sharing the decision making responsibilities with the Regional Operations Manager. This is essential to the overall success of the village.

Major Challenges:

- To work in partnership with the Village Manager/s to ensure the village is kept secure and is maintained to the highest standard.
- To expect that each resident will be shown respect regardless of their limitations, the same respect shall be shown to all peers and management staff.
- Provide the highest standards in meal preparation and presentation to all residents.
- Ensure that privacy and confidentiality policies are adhered to strictly and information regarding our residents will only be provided to external parties by management.
- To ensure that all staff comply with the RetireAustralia Workplace Health and Safety Policy and Procedures at all times.
- Manage conflicting priorities and expectations.
- It is recognised that the role may change in scope and other tasks or activities may form part of this role.

Part B: Position Description – Personal Care Attendant

Key Result Areas	Performance Standards	Measurement
General Carer Duties	Be conversant with RetireAustralia village operations policies and procedures, including WH&S policies and procedures, and act in accordance.	<i>Duties adhered to in accordance with expectations.</i>
	To assist as required with the personal care of our residents, whilst at the same time respecting their privacy.	<i>Compliance with privacy and confidentiality procedures.</i>
	Carer's are responsible for maintaining our resident's safety to the best of their ability, and to use safe practices where applicable in the mobility of residents.	<i>Duties adhered to in accordance with expectations.</i>
	Provide support and assistance to residents suffering incontinence issues, providing dignity and respect at all times. This issue is a large part of the ageing process and we aim to help our residents manage this problem without embarrassment or indignity.	<i>Duties adhered to in accordance with expectations.</i>
	Assist in the preparation, servicing and delivering of meals to our residents and assist in maintaining fluid intake for all residents by offering liquids at all meals.	<i>Duties adhered to in accordance with expectations.</i>
	Record any refusal of personal care services and report to the Village Manager/s.	<i>As required.</i>
	Assist residents with medication Management	<i>Duties adhered to in accordance with RetireAustralia Policies and Procedures</i>

Key Result Areas	Performance Standards	Measurement
	<p>To maintain a clean environment for the residents in our care, including common areas, amenities etc.</p> <p>This will include, however not limited to;</p> <ul style="list-style-type: none"> • Completing all dishes and maintaining a clean and sanitised work area • Total cleaning of kitchen area at the end of shift • Vacuuming of restaurant and communal areas • Maintaining a clean area in coffee stations • Clean public toilets as per procedure • Maintaining all necessary paperwork to meet HACCAP requirements 	<i>Duties completed in accordance with expectations.</i>
	<p>To effectively manage the laundry of the residents who have requested this service, and to launder any linen needs of the village, and where applicable, bag dirty linen for linen service.</p>	<i>Duties adhered to in accordance with expectations.</i>
	<p>Manage and control emergencies relating to the well being of residents, staff and visitors that occur on village property.</p> <p>This will include, however not limited to;</p> <ul style="list-style-type: none"> • Answer all vitacall promptly, taking keys, First Aid Kit and mobile phone • Call an ambulance should an individual need anything more than basic First Aid 	
Sleepover Duty	<p>At beginning and end of shift complete handover of any relevant items in the diary, handover mobile phone, and report any incidents or transfers to the hospital to the Village Manager/s.</p>	<p><i>Duties adhered to in accordance with expectations.</i></p> <p><i>Accuracy of information recorded and handed over.</i></p> <p><i>Will be periodically reviewed by management.</i></p>
	<p>Answer any calls from residents via mobile, landline or the Emergency Call System and respond according to operational guidelines.</p>	<i>Immediate response to resident and follow up if required.</i>

Key Result Areas	Performance Standards	Measurement
	At the end of shift strip and remake bed with clean linen, remove linen and towels for washing in sleepover room, remove rubbish and leave room in a clean and tidy state.	<i>Duties completed in accordance with expectations</i>
Resident Satisfaction	Maintain a courteous, respectful and friendly attitude to all residents.	<i>Resident feedback.</i>
HS&E	Liaise with the Village Manager regarding any issues of HS&E, grievances with staff/residents, equipment failure etc.	<i>Incident reports, Hazard reports, etc submitted.</i>
	Ensure all Workplace Health and Safety issues are reported and regulations are adhered to.	<i>As per Company policies and procedures.</i>
	Ensure all staff operates in a safe manner to the standard required by the WH&S Act and Company policy and procedures.	<i>Consultation with management and staff.</i>
	Participate in any HS&E training activities.	<i>As required.</i>

Qualifications Mandatory:

- Certificate III in Individual Support (or equivalent).
- HLTAID003 - Provide First Aid Certificate (current).
- CPR (current)
- National Police Clearance (within 6 months of issue date).

Knowledge and/or experience:

- Demonstrated success in a similar role.
- Experience in working within the retirement industry an advantage.
- Knowledge of legislative requirements for safe work practices and environment.

Technical and business skills and competencies:

- Ability to develop strong working relationships within the group.
- Ability to liaise at all levels and build strong rapport with residents and village staff.
- Demonstrate manual handling skills.
- Understanding of HS&E practices.

Personal competencies:

- A level of fitness to enable effective performance of duties.
- Highly developed communication, negotiation and decisions making skills.
- A commitment to quality, professionalism, confidentiality and attention to detail in all tasks.
- Integrity, honesty, discretion and tact and ensure that confidential information is treated as such.
- Ability to work under pressure and meet deadlines and commitments.
- A positive “can do” attitude.
- Organised and efficient with excellent time management skills.
- Ability to work independently and with limited supervision.
- Flexible and responsive to change.
- Ability to contribute effectively within a team environment.
- Ability to reprioritise work in response to unforeseen and fluctuating demands.
- Ability to empathise with elderly persons.
- A clean, neat and tidy appearance.