



# Position Description

## PERSONAL CARE ASSISTANT

Directorate	Corporate & Community Services
Location	Balranald
Classification/Grade/Band	Grade 1-3
Position Code	PCA1
Date position description approved	11 January 2022

### Council overview

Covering approximately 21,400 sq kilometres, Balranald Shire encompasses a diverse natural landscape which includes the world heritage listed Mungo National Park and the picturesque Yanga National Park.

Surrounded by the wonders of the Murrumbidgee, Murray, Lachlan, Wakool and Edward Rivers, the area offers the opportunity to relax and enjoy some of the most unique natural scenery in Australia. There is an abundance of great fishing, water sports and nature just waiting for you.

Balranald is situated on the Sturt Highway and is just a 1 hour drive from the regional city of Swan Hill and 1¾ hours' drive from Mildura.

The area is surrounded by rich agricultural lands, the unique townships of Balranald and Euston and the hamlets of Kyalite, Oxley, Hatfield and Penarie (Homebush).

### Council values

Honesty # Respect # Enjoyment # Teamwork # Openness # Leadership # Customer Focus

### Primary purpose of the position

The position is part of the Bidgee Haven Hostel, a retirement facility owned and operated by Balranald Shire Council. Bidgee Haven Hostel is a modern fully accredited 15 bed residential aged care facility providing care for older people who find it difficult to live at home for a variety of reasons.

This position is to ensure all residents of the Hostel receive adequate daily care and that their reasonable physical, emotional and spiritual needs are met.

## **Key accountabilities**

### **Resident Quality Care:**

- Provide quality care to residents including showering, dressing, grooming and toileting.
- Maintain the dietary and hydration requirements of residents.
- Participate in housekeeping, cooking, ordering, laundry, cleaning within Bidgee Haven Hostel.
- Administration of medication (according to scope of practice and adherence to the medication policy and procedures of Bidgee Haven Hostel).
- Coordination of medical appointments.
- Completion of documentation of care given to residents, including daily charts and reports.
- Perform observations on residents as needed.
- Provide psychological support to residents and families as needed.
- Assist in resident activities as needed.
- Identify and report any issues of concern to the Hostel Coordinator/Residential Facility Manager.

### **Interpersonal Skills:**

- Sensitivity and understanding of the needs of the aged.
- Ability to set and maintain high standards in the provision of quality care and support services to aged people.
- Be proactive in identifying and pursuing personal development skills.
- Ability to maintain confidentiality.
- To ensure the provision of high quality care and support to the residents in accordance with the Mission and Objectives of the Balranald Shire Council.
- To provide a caring environment which enhance the security, welfare and wellbeing of residents.
- To acknowledge and foster partnerships with each resident, respecting their dignity and privacy, and ensure they are given opportunities to make decisions particularly on their day-to-day routines.
- To promote and enhance the good name of Balranald Shire Council with all stakeholders.

### **General:**

- Adherence to Bidgee Haven Hostel and Balranald Shire Council Policies and Procedures.
- To provide the best customer service to both internal and external stakeholders in accordance with Council policies and procedures.
- Ensuring that the public image of the Council as a service provider is always maintained in the highest integrity.
- To provide a positive contribution in the exchange of information between team members.
- To participate in training programs designed to increase efficiency and effectiveness.

- To identify areas where additional training is required and advise the Hostel Coordinator/Residential Facility Manager.
- Participate in quality improvement duties.

**Workplace Health & Safety/Risk Management:**

- The responsibilities of this position are to be completed in line with the NSW Work Health & Safety Act 2011, and the NSW Work Health & Safety Regulation and the NSW Work Health & Safety Policies and procedures of Balranald Shire Council.
- Actively contribute and promote safe actions in the workplace at all times, including:
  - identify potential safety hazards and notify the Hostel Coordinator of hazards which are not able to be remedied immediately; and
  - assist in the ongoing maintenance of a safe workplace through the involvement and implementation of safe systems.

**Judgement & Decision Making Skills:**

- The ability to organise and prioritise task and duties.

**Equal Employment Opportunity (EEO):**

- To actively support the principles and practices of EEO.

**Privacy & Confidentiality:**

- To adhere to Balranald Shire Council policies and procedures regarding privacy and confidentiality of all matters regarding the management and operation of Bidgee Haven Hostel and the Balranald Shire Council.

**Key relationships**

Who	Why
<b>Internal</b>	
Hostel Manager	<ul style="list-style-type: none"> <li>• Lead discussions and decisions regarding Resident Care</li> <li>• Lead, direct, manage and support performance and development</li> <li>• Guide, support, coach and mentor</li> </ul>
Registered Nurse	<ul style="list-style-type: none"> <li>• Provide knowledge and direction in all aspects of Clinical Care</li> </ul>
Council Staff	<ul style="list-style-type: none"> <li>• Provide expert advice on a range of project related issues and strategies</li> <li>• Optimise engagement to achieve defined outcomes</li> <li>• Manage expectations and resolve issues</li> </ul>

Who	Why
<b>External</b>	
Resident Families	<ul style="list-style-type: none"> <li>• Communicate and inform Resident families of any changes or issues with the Residents Health and Wellbeing.</li> <li>• Manage expectations and resolve issues</li> </ul>
Contractors & Suppliers	<ul style="list-style-type: none"> <li>• Communicate needs, facilitate routine business transactions and resolve issues</li> </ul>

## Key dimensions

### Decision making

This position is accountable for decisions regarding Resident Care & Wellness on a day-to-day basis, in consultation with the Registered Nurse & Hostel Manager when required.

### Reports to

Hostel Manager





### Essential requirements

1. Certificate 111 in Aged Care
2. Good communication and interpersonal skills including demonstrated experience interacting with a wide range of people.
3. Ability to adapt to the changing needs of residents.
4. Ability to work effectively as a team member.
5. Ability to cope with change and work demands.
6. Current National Police Certificate (or ability to acquire).

## Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities

Local Government Capability Framework		
Capability Group	Capability Name	Level
 <b>Personal attributes</b>	Manage Self	Foundational
	Display Resilience and Adaptability	Foundational
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Demonstrate Accountability	Intermediate
 <b>Relationships</b>	Communicate and Engage	Intermediate
	Community and Customer Focus	Intermediate
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Foundational
 <b>Results</b>	<b>Plan and Prioritise</b>	<b>Intermediate</b>
	Think and Solve Problems	Intermediate
	Create and Innovate	Foundational
	Deliver Results	Foundational
 <b>Resources</b>	Finance	Foundational
	<b>Assets and Tools</b>	<b>Foundational</b>
	Technology and Information	Foundational
	Procurement and Contracts	Foundational

## Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>• Maintains confidentiality of customer and organisational information</li> <li>• Is open, honest and consistent in words and behaviour</li> <li>• Takes steps to clarify ethical issues and seeks advice when unsure what to do</li> <li>• Helps others to understand their obligations to follow the code of conduct, legislation and policies</li> <li>• Recognises and reports inappropriate behaviour, misconduct and perceived conflicts of interest</li> </ul>
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>• Encourages an inclusive, supportive and co-operative team environment</li> <li>• Shares information and learning within and across teams</li> <li>• Works well with other teams on shared problems and initiatives</li> <li>• Looks out for the wellbeing of team members and other colleagues</li> <li>• Encourages input from people with different experiences, perspectives and beliefs</li> <li>• Shows sensitivity to others' workloads and challenges when asking for input and contributions</li> </ul>
<b>Results</b> Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>• Participates constructively in unit planning and goal setting</li> <li>• Helps plan and allocate work tasks in line with team/project objectives</li> <li>• Checks progress against schedules</li> <li>• Identifies and escalates issues impacting on ability to meet schedules</li> <li>• Provides feedback to inform future planning and work schedules</li> </ul>
<b>Resources</b> Assets and Tools	Foundational	<ul style="list-style-type: none"> <li>• Uses core work tools and equipment effectively</li> <li>• Takes care of work tools, equipment, accommodation and community assets</li> </ul>

I hereby agree to abide by the Council's Policies and Procedures in relation to all employment and work matters.

This is to state that I am aware of and have agreed to the conditions and responsibilities as outlined in this Position Description and understand that:

- 1 My performance will be continuously monitored and measured in accordance with these criteria; and
- 2 I will establish an agreed set of Key Performance Indicators with the Assistant Works Manager, Works Manager and Director within 60 days of my commencement.

I also understand that my performance will be appraised on an annual basis in accordance with performance measures as set out in the Staff Development Scheme for this position and that both this Position Description and the Staff Development Scheme will be reviewed and updated on an annual basis.

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Incumbent

...../...../.....

Date

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Supervisor

...../...../.....

Date