

**POSITION DESCRIPTION
PERSONAL CARE ATTENDANT**

BUSINESS UNIT: Community Connection

LOCATION: In Home

REPORTS TO: Co-ordinator

PRIMARY PURPOSE		
The primary purpose of this role is to deliver relevant support, for individuals to maintain a high quality of life and health and to support them to remain living at home.		
REPORTING RELATIONSHIPS		
Report to: Co-ordinators		
Peer to: Disability Support Worker(s)		
Business unit structure: as per SkillsConnection organisation chart		
KEY RESULT AREA	ACCOUNTABILITY	KEY PERFORMANCE INDICATORS
OH&S	Ensure a safe working environment	<p>Contribute to safety performance by:</p> <ul style="list-style-type: none"> • Complying with all legal, regulatory and SkillsConnection responsibilities and procedures. • Actively participating in staff safety training sessions and staff meetings. • Reporting all OH&S issues in a timely manner.
Program delivery and client empowerment	Ensure consistent standard of work	<p>Ensure high quality service delivery by:</p> <ul style="list-style-type: none"> • Utilising effective work practices to optimise client choice and participation. • Ensuring compliance with all Department of Human Service Standards (DHSS) and associated legislation. • Completing and implementing person-centred plans for each individual client. • Delivering and maintaining high quality individual support. • Maintaining efficient communication in person, by telephone and in print at all times.
Teamwork	Work effectively as part of a group	<p>Contribute to teamwork by:</p> <ul style="list-style-type: none"> • Fulfilling all personal responsibilities in an appropriate and timely manner. • Working and collaborating across functional barriers. • Supporting the work and efforts of others. • Comply with and ensure all workplace behaviour and practices comply with SkillsConnection Code of Conduct
Quality	Maintain standards and promote improvement	<p>Contribute to the quality of organisational processes by:</p> <ul style="list-style-type: none"> • Applying SkillsConnection quality standards. • Seeking and acting on feedback on service provision. • Identifying and implementing opportunities for improvement.
Communication	Contribute and share information	<p>Contribute to productive communication by:</p> <ul style="list-style-type: none"> • Maintaining proactive and regular communication with managers and staff across the SkillsConnection team. • Maintaining appropriate contact with organisational clients, contractors and suppliers. • Establishing and maintaining networks with other support workers.

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SKILLSCONNECTION CODE OF CONDUCT	
KEY BEHAVIOURS	KEY BEHAVIOURAL INDICATORS
We treat people with respect	<ul style="list-style-type: none"> • Maintaining a safe and fair work environment. • Treating everyone with respect, regardless of their role or individual differences. • Valuing our colleagues and their personal commitment to delivering quality outcomes. • Encouraging co-operation and personal development in all who work with us. • Understanding and responding to the needs of our clients and other stakeholders.
We are honest and transparent in all we do	<ul style="list-style-type: none"> • Being open and fair. • Refusing to participate in misleading or deceptive practices. • Avoiding conflicts between our work for SkillsConnection and our other interests. • Refusing any inducement for preferential treatment.
We are accountable for all our actions and their consequences	<ul style="list-style-type: none"> • Taking personal responsibility for what we do. • Setting a personal example of accountability and pro-actively assisting others to do the same.
We use our resources safely and responsibly	<ul style="list-style-type: none"> • Using SkillsConnection’s property and resources only as authorised. • Complying with safe operating procedures at all times. • Setting a personal example of safe behaviour and pro-actively assisting others to do the same. • Not disclosing confidential information without authorisation.
We abide by the law and act accordingly	<ul style="list-style-type: none"> • Ensuring compliance with law, custom and business practice wherever we operate, without compromising our code of conduct. • Reporting immediately any known breach of law, custom or business practice.
We recognise the diversity, capability and potential of our community	<ul style="list-style-type: none"> • Acknowledging individual needs and aspirations • Working to facilitate achievement of potential. • Providing an inclusive, non-discriminatory environment.

CORE TASKS
<p>With the support and direction of Co-ordinators:-</p> <ul style="list-style-type: none"> • Manual Handling: <ul style="list-style-type: none"> ○ Assist clients with personal hygiene and all aspects of daily living. ○ Personal support to ensure clients’ participation in community life. ○ Participate and encourage clients to try new experiences. ○ Empower and support people in a dignified and least restrictive manner. • Documentation: <ul style="list-style-type: none"> ○ Complete incident reports for DHHS and SkillsConnection. ○ Have input in completing client individual care plan and personal risk assessment. ○ Complete daily care notes. • Client support: <ul style="list-style-type: none"> ○ Assess individual needs and develop client profiles and strategies for identified support requirements. ○ Ensure all support given reflects principles from Charter of Human Rights and all Department of Human Service Standards (DHSS) and associated legislation. ○ Provide encouragement, support and opportunity for clients to participate within the community. • Mentoring: <ul style="list-style-type: none"> ○ Support and assist students. ○ Support and assist peers. ○ Support the orientation of new staff.

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POSITION PARAMETERS / SELECTION CRITERIA
KNOWLEDGE
<ul style="list-style-type: none">• Sound knowledge of the charter of human rights.• Knowledge of the all Department of Human Service Standards (DHSS) and associated legislation• Knowledge of person focus service delivery• Knowledge of OH&S requirements and procedures.• Sound understanding of confidentiality requirements.• Familiar with community and social issues related to people with a disability
SKILLS
<ul style="list-style-type: none">• Ability to empower clients and provide support to promote dignity and decision making.• Well developed written, verbal and interpersonal skills.• Ability to interact with others easily.• Sound time management skills.• Attention to detail and accuracy.
EXPERIENCE
<ul style="list-style-type: none">• Experience in a position engaged in personal support• Working with, and within, disability service standards.• Working with quality improvement systems.
LICENCES & QUALIFICATIONS
<ul style="list-style-type: none">• Experience and or Certificate in personal care• Desirable Current Certificate III or IV in Community Services – Disability or Aged care or commitment to obtaining.• Current full Victorian driver’s licence essential.• Current level 2 First Aid essential.
OTHER
<ul style="list-style-type: none">• Professional, independent and motivated.• Consultative, responsive and results-oriented.• Adaptable, flexible and intuitive.• Team focused and a team player.• Inclusive and welcoming of diversity.• Stress tolerant.