

## PERSONAL CARE WORKER

<b>REPORTS TO: EPISCOPAL VICAR FOR THE SICK AND RETIRED CLERGY</b>	<b>GRADE: SCHADS LEVEL 3</b>
<p><b>ORGANISATIONAL SUMMARY</b></p> <p>The Diocese of Maitland-Newcastle serves the people of the Newcastle, Hunter and Manning regions which have a population of some 160,000 Catholics. Through its parishes, pastoral groups, and its agencies of Catholic Schools, CatholicCare, St Nicholas Early Education and other agencies the diocese provides faith, spiritual, pastoral, educational, social welfare, and community development. The Diocese employs approximately 5,200 staff across its parishes and agencies.</p> <p>Our Shared Services team works with all aspects of the Diocese of Maitland-Newcastle to support the achievement of our overall Diocesan Strategy through the delivery of the shared services Operational Plan.</p> <p>The Diocese of Maitland-Newcastle is committed to safeguarding children and vulnerable persons and preventing those in our care from suffering abuse or neglect. It is committed to implementing and maintaining compliance with the NSW Child Safe Standards and the National Catholic Safeguarding Standards and takes a zero-tolerance approach to abuse of children or vulnerable persons. All who work in the name of the Diocese must comply with the Diocesan Safeguarding Framework Policy and act in accordance with the Diocese's Code of Conduct which includes the Diocese's Safeguarding Commitment Statement. Employees are required to undergo a National Police Check and retain a valid NSW Working with Children Check where necessary, in accordance with legislation.</p>	
<p><b>VISION</b></p> <p>To live the joy of the Gospel and share it with the world.</p>	
<p><b>MISSION</b></p> <p>We are committed to serving all in the community so that they may experience life to the fullest.</p>	
<p><b>OUR VALUES</b></p> <p>Compassion Hope Integrity Justice Participation</p>	
<p><b>PRIMARY PURPOSE</b></p> <p>Personal Care Worker's provide a range of services to assist maintain and extend their quality of life, community connections and ability to complete activities of daily living in order for them to continue to live at home and remain independent.</p> <p>Reporting to the Episcopal Vicar for the Sick and Retired Clergy (EV), Personal Care Worker's provide care plans to assist clients with activities such as housekeeping, community participation and social support and personal care.</p> <p>Our Mission is to provide holistic, proactive and inclusive service, to all those we support and work with both in the community and in a residential setting. In our work we strive to provide compassionate, respectful, high quality and environmentally sustainable practices.</p>	

The incumbent commits to working within Work Health and Safety guidelines and Code of Conduct at all times whilst in the employ of the Catholic Diocese of Maitland-Newcastle.

KEY ACCOUNTABILITIES	KEY TASKS
Demonstrates and upholds the Values and Mission of the Catholic Diocese	<ul style="list-style-type: none"> <li>* Ensures the values of the Catholic Diocese are incorporated into daily practices in relation to all activities</li> <li>* Is compassionate and supportive of staff and service users</li> <li>* Consistently shows respect and values each person's dignity</li> <li>* Seeks opportunities to be innovative for improvement</li> <li>* Is accountable for high standard of care and customer service</li> <li>* Communicates and operates openly and honestly as an effective team member</li> </ul>
Service Users	<ul style="list-style-type: none"> <li>* Promotes a client focused approach in all activities and behaviours</li> <li>* Sees the clients as a people and treats them respectfully as individuals</li> <li>* Ensures client confidentiality is maintained at all times and communication with clients is both tactful and discrete</li> <li>* Communication reflects respect and a non-paternalistic manner</li> <li>* Follows safe work practices and other relevant guidelines at all times</li> <li>* Maintains strong and appropriate professional boundaries with clients at all times</li> </ul>
Community Care and Support Work	<ul style="list-style-type: none"> <li>* Provide support to clients in a manner that enables them to direct their own care</li> <li>* Provide support in accordance with Care Plans and organisational policies/procedures reporting any difficulties, challenges or problems back to the EV</li> <li>* When necessary, provide transport to and from medical appointments</li> </ul>

	<ul style="list-style-type: none"> <li>* If a service provider is unable to attend to the client, it will be the responsibility of the Personal Care Worker to find an interim measure</li> <li>* Maintains good personal hygiene and dress standards whilst supporting clients</li> <li>* Reliably report changes in the clients condition or care needs to EV</li> <li>* Administer medication when necessary</li> <li>* Use appropriate moving and lifting techniques/equipment at all times for people and objects/equipment</li> <li>* Use the clients themselves and their families/care networks in developing appropriate activities to use with the client. Look at their strengths, interests, abilities and support requirements at all times</li> <li>* Encourage and support independent action and thinking for clients</li> <li>* Ensure client independence is recognised and at the forefront whilst also accommodating individual choice and spiritual/cultural requirements</li> <li>* Identify and utilise compensatory aids and modifications in the environment that promote individual strengths and capacities</li> <li>* Report non-compliance with legislation, standards and/or policy/procedure to EV</li> <li>* Provide client feedback to the organisation via appropriate mechanisms</li> <li>* Work with clients and appropriate others to identify safety risks and ways these risks can be addressed either by removing them or reducing them</li> <li>* Consult EV where safety risks present or there are seemingly inappropriate Care Plan instructions and/or concerns over own limitations</li> <li>* Promote and raise awareness of client rights as appropriate</li> <li>* Identify WHS hazards and select, use and maintain suitable safety measures/personal protective equipment (PPE)</li> <li>* Never perform work outside of the scope of your own training</li> <li>* Drive vehicle safely and in accordance with state laws and organisational policies</li> <li>* Where transporting clients, ensures loading/unloading activities are smooth and consistent with Care Plans and any other safe work practices or requirements to appropriately support/assist the client</li> </ul>
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	<ul style="list-style-type: none"> <li>* Conduct the required vehicle inspections and checks regularly and in accordance with organisational requirements</li> <li>* Ensures cleanliness of vehicle</li> <li>* Maintain an accurate vehicle log sheet as required</li> <li>* Chooses and follows the most direct and appropriate travel routes to ensure safety and efficiency</li> <li>* Carries out work as per instructions and within the defined job role and responsibilities</li> <li>* Seeks and obtains assistance and direction as required</li> <li>* Ensures that work complements the work done by others and is performed in accordance with policies and workplace practices</li> <li>* Completes work in a timely manner and to the standard expected by the Catholic Diocese</li> <li>* During all activities with the client consistently checks in with the client, communicating and engaging with them in a courteous manner so they have full and appropriate information on what is happening and why</li> <li>* Ensures clients use appropriate vehicle restraints as required and assists them as needed</li> <li>* Transports clients comfortably and safely where required in accordance with legislation and organisational policy/procedure</li> <li>* Completes documentation and care notes promptly, appropriately and in accordance with organisational requirements</li> </ul>
Accidents and Emergency	<ul style="list-style-type: none"> <li>* Contacts emergency services such as police or ambulance as appropriate</li> <li>* Administers first aid within the limit of one's competency until appropriate assistance arrives</li> <li>* Reports details of emergencies, accidents or illnesses promptly to EV</li> <li>* Implements appropriate emergency procedures to ensure the safety of clients, staff, volunteers and others as required and appropriate</li> <li>* Cleans body spills according to appropriate procedures and utilising required PPE</li> <li>* Completes incident reports in a timely manner and in accordance with organisational policy and procedure</li> </ul>
Team Work	<ul style="list-style-type: none"> <li>* Individually is an effective team member and works with other team members collaboratively and in a</li> </ul>

	<p>manner that empowers them to be effective team members</p> <ul style="list-style-type: none"> <li>* Promotes positive workplace culture through active engagement in the workplace and leading by example</li> <li>* Reports workplace conflict to EV appropriately in line with maintaining a positive and harmonious workplace</li> </ul>
Communication	<ul style="list-style-type: none"> <li>* Promotes and actively demonstrates open and honest communication with excellent listening and verbal/nonverbal skills</li> <li>* Promotes the Catholic Diocese in a positive manner at all times</li> <li>* Communicates respectfully with service users at all times</li> <li>* Maintains and upholds cultural awareness and tactfulness</li> </ul>
Work Health and Safety	<ul style="list-style-type: none"> <li>* Promotes and implements safe work practices and encourages others to think and work in a safe manner</li> <li>* Demonstrates responsibility for the safety of self, clients, visitors, contractors and colleagues</li> <li>* Maintains and assists in working towards continuous improvement of WHS standards</li> <li>* Ensures participation in training in appropriate safe work practices</li> <li>* Upholds reporting requirements of unsafe practices and workplace incidents/injuries in a prompt manner in line with organisational policy and procedure</li> <li>* Actively support and participate in the injury management processes for self and others in the workplace</li> <li>* Ensures volunteer under direct supervision have all the necessary tools and knowledge to uphold their legislative requirements with respect to WHS</li> </ul>
Client Safeguarding	<ul style="list-style-type: none"> <li>* Upholds the principles and obligations outlined within the Organisation's Client Safeguarding Policy and Practices together with the Code of Conduct</li> <li>* Promotes and implements client safeguarding measures and encourages staff to think and work in a manner that provides high standards in relation to client safeguarding</li> </ul>

**QUALIFICATIONS**

**Essential**

- Certificate III in Aged Care or Individual Support (or equivalent).
- Medication Competency
- Ability to undertake the physical requirements of the position (medical assessment may be required)
- Current and Unrestricted Class C Driver's Licence
- Unrestricted access to a reliable, well maintained and comprehensively insured motor vehicle
- Senior First Aid Certificate
- Knowledge and understanding of the Aged Care Standards

**Desirable**

- Previous experience in the provision of services to the elderly and/or other vulnerable people within a hostel, nursing home/residential facility or community setting

**SKILLS AND EXPERIENCE**

- A positive attitude that promotes and supports the ethos of the Catholic Diocese
- Excellent communication skills (oral and written) with a strong and supportive ability to relate to the frail elderly, people with disability, colleagues and other service providers
- High level of punctuality, organisation and personal integrity
- Proven ability to problem-solve and 'think on the go'
- Possess and display positive cultural awareness and sensitivity at all times
- A strong commitment to providing the highest standards of customer service and exceptional care to clients
- Adaptability and flexibility to accommodate change and respond effectively
- Ability to learn and effectively utilise electronic devices and platforms to support exceptional care provision
- Proven ability to maintain confidentiality for both staff and clients
- Ability to work independently without supervision

*Note: This position description addresses Key Result Areas only and is not all encompassing. There may be other duties within your area of expertise and competence that you may be directed to perform from time to time to support Mercy Services' business and strategic plan.*

**KEY RELATIONSHIPS (EXAMPLES)**

INTERNAL	EXTERNAL
Clergy	Health Professionals
Staff of the Bishop's Office	Regulatory bodies
Other CDMN stakeholders	Family/Support people of clergy
	The Community

**LEGISLATIVE AND RISK REQUIREMENTS**

**Occupants must:**

- Abide by the laws of the Commonwealth of Australia and NSW and the policies of the Catholic Diocese of Maitland-Newcastle.
- Report, as soon as practicable to the Head of People and Culture, any criminal action taken against them, or civil action that may have an impact of the reputation of the Catholic Diocese of Maitland-Newcastle or may lead to a conflict of interest;
- Take reasonable action to understand and familiarise themselves with the Catholic Diocese of Maitland-Newcastle's policies and procedures, including those relating to the expected Code of Conduct and confidentiality.
- Not take advantage of their role at the Catholic Diocese of Maitland-Newcastle for personal gain;
- Take responsibility for their own health, safety and wellbeing and that of other employees, clients, contractors and visitors in the Catholic Diocese of Maitland-Newcastle workplaces, understanding that all employees have a duty of care toward one another.

**EXPECTED EMPLOYEE BEHAVIOUR**

**Employees must:**

- Treat all people with respect, sensitivity, courtesy, understanding and compassion
- Embrace diversity and difference in those they serve or with whom they work
- Promote personal growth, ongoing professional development and develop both in themselves and others
- Commit themselves to effective professional working relationships with colleagues and clients
- Through the exhibition of justice and fairness in relationships and service, promote proper working conditions and also recognise when injustice, unfairness and abuse occurs in the workplace and respond appropriately
- Exhibit transparency, accountability and act responsibly in the use of Church resources
- Provide professional and competent service
- Comply with relevant legislation and directives
- Be mindful of privacy principles and manage information accordingly

Signature of Incumbent:

Date:

Incumbent's Name:

**Position Description Last Reviewed**

**Next Review is due on**