

POSITION DESCRIPTION

Position Title	Personal Care Worker
Award	Social, Community, Home Care & Disability Services Industry Award 2010
Salary	Remuneration is in accordance with the above award and dependent on qualifications and experience, from \$48,200
Salary Packaging	Salary Packaging is offered with this position
Employment Status	Full-time
Position reports to	Coordinator, Brokered Services Program
Location	Melbourne Metropolitan Wide

Organisation Background

PRONIA, meaning “to provide” is an established community services agency with a rich 50-year history servicing the needs of the culturally and linguistically diverse backgrounds, including the Australian-Greek community. We advocate for the vulnerable and provide innovative services to meet current and emerging multicultural community needs.

PRONIA’s programs focus on providing direct services, including counselling, information provision, and crisis intervention, community education as well on the delivery of specialist services in aged care, disabilities, family and children’s programs. All services are delivered in a linguistically and culturally appropriate manner with a commitment to enhance individual’s capacity and build community capital.

Our Vision

An inclusive society where people from Greek and other backgrounds can be supported to live their best lives.

Our Statement of Purpose

To empower vulnerable members of the Australian - Greek Community to reach their full potential. This will be achieved predominantly by undertaking service provision and complimented by ancillary services, which support our clients including advocacy, policy development and research in an innovative, culturally and linguistically appropriate manner.

Role Purpose

The position is primary responsible to provide assistance and quality services to individuals and their cares to encourage independence and quality of life by the provision of a flexible and responsive range of services in a linguistically and culturally appropriate manner.

Key Responsibilities

Respite Care

- Provide in-home respite
- Provide recreational respite (including transporting clients to appointments)
- To assist in the feeding, personal care and hygiene of clients when necessary.
- Toileting of clients may also be involved as well as client transfer using appropriate equipment.
- To perform light household duties in the absence of the parent or carer where appropriate, such as meal preparation, washing dishes or light laundry.

Personal Care

- Transfer in and out of bed, wheelchair, commode chair or car
- Showering
- Dressing & grooming
- Feeding
- Toileting

Home Care

- General household cleaning e.g. dusting, mopping, vacuuming, cleaning toilet & bathing areas
- Shopping /Bill paying
- Accompany clients on social outings/medical appointments
- Meal preparation & washing up
- Laundry (Washing machine only)
- Ironing

Client Care

- Support and assist client & carer according with care needs and care plan
- Provide companionship and emotional support to client
- Carry out all duties in a flexible and efficient manner
- Report any areas of concern to the relevant Program Coordinator

Communication

- Monitor and report any changes to client condition or environment.
- Report client visits back to Program Coordinator or Program Officer through visitation reports
- Meet other documentation requirements as requested
- Maintain the privacy & confidentiality of client at all times
- Maintain the dignity of client
- Carry out instructions and advice from to Program Coordinator or Program Officer in relation to each client and job.
- Attend staff and supervision meetings as requested.
- Program Coordinator shall evaluate performances on an annual basis or on request.

Training

- Attend orientation and induction at head office
- Regularly attend training or refresher courses as requested or required
- Identify any ongoing training needs

OHS

- To be aware of safe working conditions and implement safe work practices in all areas and report all incidences and potential hazards.

- To complete environment Health & Safety Check Lists in client's home as required.
- Support the Co-ordinator or Program Officer to ensure risk assessments are completed on care recipients whose care needs have changed significantly;

Quality & Continuous Improvement

- Support the ongoing implementation of a quality management system which takes into account care recipients needs and wishes, legal and regulatory frameworks, external benchmarking and community standards, financial constraints and considerations and continuous improvement and best practice levels.
- Ensure complaints and grievance process for service users and staff is executed appropriately as per the organisation's policy and procedures;
- Provide regular feedback to Program Coordinator or Program Officer regarding quality issues.

Evidence Based & Best Practice

- Provide a person-centred approach to client care.
- Provide feedback to Coordinator or Program Officer about new and emerging issues regarding service provision and report promptly on all urgent matters.

Safeguarding our Employees

At PRONIA we recognise that family violence in a gendered issue which is evident across the life span, is a complex and serious community issue, embedded in all types of care relationships, regardless of age, gender, sexual orientation, culture, religious beliefs and socio economic status. Family Violence (and Elder Abuse) have immediate and long-term impacts on the physical, psychological and social health and wellbeing of those affected which includes adults and children.

PRONIA takes supporting employees impacted by Family & Domestic Violence seriously, therefore:

1. We offer employees impacted by family & domestic violence, 10 days paid leave annually (non-cumulative)
2. We will ensure all details are kept confidential
3. If required we will develop and action workplace safety planning strategies
4. We will provide referrals to appropriate support services
5. We will provide specialised training for nominated persons
6. All employees impacted family & domestic violence will also have access to able to access flexible working arrangements, annual leave, personal leave, long service leave as necessary
7. All employees will be protected against discrimination as a result of disclosure, experience or perceived experience of DV.

By respecting the decisions of the service users and offering a range of options, PRONIA professionals have a vital role in ensuring the safety and wellbeing of health needs are met, inclusive of a patient's safety.

Safeguarding Children and Young People

PRONIA takes child protection seriously, you are required to meet the behaviour standards outlined in our Code of Conduct. All employees receive a copy of the Code of Conduct as part of their induction.

Therefore, as a part of your duties and responsibilities, you are also required to:

- Provide a welcoming and safe environment for children and young people;
- Promote the safety and wellbeing of children and young people to whom we provide services;
- Ensure that your interactions with children and young people are positive and safe;
- Provide adequate care and supervision of children and young people in your charge;
- Act as a positive role model for children and young people;
- Report any suspicions, concerns, allegations or disclosures of alleged abuse to management;
- Maintain a valid Working with Children Check (if applicable to role); and
- Undergo periodic 'national criminal history record' checks and report any criminal charges or convictions you receive during the course of your employment that may indicate a possible risk to children and young people

Mandatory Requirements

- Current Victorian Driver Licence and access to insured and registered vehicle
- National Police Record Check.
- Minimum 2 doses of COVID-19 Vaccinated as per PRONIA policy, or valid medical exemption from the Government.

Professional Experience

- First Aid Certificate Level 2 (current or able to complete prior to undertake client work).
- Certificate III in Individual Support (previously Cert III in Aged Care or Cert III in Home & Community Care) or to undertake training within the first three months of employment.
- Have strong communication skills, both written and verbal in English.
- Bilingual or Greek speaking desirable.
- Comfortable with navigating and using smartphone applications.

Knowledge and Skills

- Demonstrated ability or understanding in working with elderly from different cultural, linguistic and health backgrounds.
- Knowledge & application of safe Manual Handling practices.
- Understanding of privacy and confidentiality requirements in client care.
- The ability to work independently and part of a team.
- Have a positive and professional attitude.
- Be reliable and on time.

Other

- Safety check on vehicles yearly.
- Smartphone and email accessibility essential.
- Undergo Criminal History Record Check every three-years.