

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	Patient Care Assistant
<b>Award Classification:</b>	HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2021-2025
<b>Award / Agreement Name:</b>	Health Care Worker Grade 2 – IN38
<b>Position Reports to:</b>	Nurse Manager / Associate Nurse Manager or Registered Nurse in Charge

### EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



## **1. POSITION PURPOSE**

The Patient Care Assistant (PCA) will provide support to the nursing team in the delivery of safe patient care. The PCA works under the supervision and direction of a Registered Nurse at all times to fulfil delegated duties in line with their level of education and training.

**The purpose of the PCA role is to perform:**

- Activities of daily living to meet patients' personal needs within the scope of the role
- Duties that maintain a safe clinical environment
- Patient observation for patients with increased care requirements
- Activities to enhance patient's recovery

## **2. MAJOR DUTIES AND/OR RESPONSIBILITIES**

**At all times the PCA will:**

- Demonstrate a commitment to patient centred care and work in alignment with Eastern Health values.
- Engage in practices which enhance the dignity and integrity of the patients by respecting their values, customs and spiritual beliefs.
- Demonstrate knowledge of patient's rights and to ensure those rights are respected in the delivery of patient care.
- Accept accountability and responsibility for own actions, and ensure that duties completed are within the PCA scope of practice and EH policies and procedural guidelines at all times.
- Maintain effective communication with patients, families and the interdisciplinary team in consultation with the supervising Registered Nurse.
- Accept responsibility to meet delegated role duties and requirements in a timely manner.

**The PCA under direct Registered Nurse supervision is responsible for performing delegated aspects of patient care including:**

- Working within the PCA role description and the specific PCA duty list (attachment 2).
- Assisting in providing a safe environment for the patient and any additional supervision needed to ensure patient safety is maintained following assessment of the patient by the Registered Nurse.
- Providing delegated aspects of patient care activities as required by individualised care plans including but not limited to:
  - Observing the patient's behaviour and report all changes to the Registered Nurse.
  - Interactive conversations and associated activities including diversional therapy as directed by the Registered Nurse.
  - Assisting with mobility, positioning and transfers under direction of the Registered Nurse.
  - Assisting with personal hygiene and grooming needs.
  - Assisting with nutritional needs, including setting up trays for meals.
  - Assisting with feeding patients that have been assessed by the Registered Nurse as appropriate for the PCA level of experience.
- Escalating additional care requirements to the Registered Nurse.
- Assist Patient Support Assistants to maintain stock levels when appropriate.

## **3. SAFE PRACTICE AND ENVIRONMENT**

### **Occupational Health and Safety**

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and

accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

#### **4. TRAINING AND DEVELOPMENT**

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

#### **5. QUALITY**

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

#### **6. CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

#### **7. EQUAL EMPLOYMENT OPPORTUNITY**

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

#### **8. PERFORMANCE DEVELOPMENT**

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

## 9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

## 10. ATTACHMENTS

- Attachment 1 Key Selection Criteria
- Attachment 2 PCA Duty List

## 11. NOTE

*Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.*

*Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.*

*Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.*

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Manager

### INCUMBENT STATEMENT

*I \_\_\_\_\_ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.*

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## ATTACHMENT 1

### KEY SELECTION CRITERIA

<b>Position Title:</b>	Patient Care Assistant
<b>Award Classification:</b>	HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2021-2025
<b>Award / Agreement Name:</b>	Health Care Worker Grade 2 – IN38
<b>Position Reports to:</b>	Nurse Manager / Associate Nurse Manager or Registered Nurse in Charge

#### Essential

- Certificate III in Health Services Assistance HLT33115 (or equivalent)
- Ability to work collaboratively as part of the healthcare team
- A willingness to enhance the patient experience by providing quality care at all times
- Excellent interpersonal skills, with the ability to communicate effectively with patients, families and the healthcare team
- Ability to undertake N95 mask fit testing prior to or at commencement of employment
- COVID 19 and influenza vaccinations

#### Desirable

- Previous experience in providing care to residents or patients within the aged / subacute or acute setting.
- Basic computer skills

## ATTACHMENT 2

### PATIENT CARE ASSISTANT DUTY LIST

Area of Care	Activity
<b>Hygiene</b>	<ul style="list-style-type: none"> <li>Assist with oral hygiene – brushing teeth, dentures, mouth wash/toilet</li> <li>Assist with brushing and washing hair (Exclusion – spinal, head and neck surgery and/or related injuries)</li> <li>Assist with showering, washing and bed baths</li> <li>Assist with dressing and undressing</li> <li>Shaving (Exclusion: patients with facial/neck surgery or injuries)</li> <li>Grooming – non-medicated skin care and make up</li> <li>Removal of make-up and nail polish for procedures</li> </ul>
<b>Elimination</b>	<ul style="list-style-type: none"> <li>Toileting</li> <li>Change incontinence pads or aids</li> <li>Empty, record and provide urinary bottle</li> <li>Empty, record and provide urinal pans</li> <li>Empty, record and provide commode chair</li> <li>Report elimination amounts to the Registered Nurse</li> <li>Apply, empty and record condom drainage</li> </ul>
<b>Mobility</b>	<ul style="list-style-type: none"> <li>Assist with patient transfers, sitting patients out of bed/on toilet/commode</li> <li>Assist patients to change position in bed (exclusion – spinal, head and neck surgery and/or related injuries)</li> <li>Assist with provision of pressure area care (including assist with log roll)</li> <li>Mobilising patients (assisted up to independent)</li> <li>Assist in the use of manual handling hoists/aids</li> <li>Escort for discharge i.e. – transit/discharge lounge, or to hospital exit points (Exclusion: Patients awaiting transfers to other facilities)</li> </ul>
<b>Nutrition</b>	<ul style="list-style-type: none"> <li>Assist with safe meal set up, cut up food, adjusting table and opening packages</li> <li>Assist with feeding patients that have been assessed by a Registered Nurse as appropriate for assistance by a PCA. (Exclusion: High risk patients with feeding difficulties, parenteral or enteral nutrition)</li> <li>Provide water/refilling water jugs or making drinks for patients (Exclusion: patients with fluid restrictions, dysphagia, modified diet/fluids or nil orally)</li> </ul>
<b>Environment</b>	<ul style="list-style-type: none"> <li>Ensure falls prevention strategies are in place – call bell, phone, bedside table in reach, bed lowered, trip hazards removed</li> <li>Maintain safe and tidy ward environment – putting equipment away, changing linen bags, cleaning and tidying utility rooms</li> <li>Placing flowers in vases, water changes for flowers/vases</li> <li>Making beds</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>Answering call bells including staff assist</li> <li>Reporting and/or escalating all care and concerns to supervising registered nurse/s</li> <li>Clerical answering and transferring calls/intercom (Exclusion: Advice, clinical or confidential information)</li> <li>Referring all aspects of care out of scope to RN</li> <li>Direct visitors to ward or RN for assistance</li> <li>Respond to, and report emergencies as per hospital policy</li> <li>Attend handover and local team meetings or education sessions</li> <li>Orientate patient and family/carers to ward environment</li> <li>Seek regular feedback from supervising RN/s and reflect on practice</li> </ul>
<b>Documentation</b>	<ul style="list-style-type: none"> <li>Assist in completing bedside communication boards</li> <li>Complete incident reporting as per local hospital policy</li> </ul>
<b>Equipment and Maintenance</b>	<ul style="list-style-type: none"> <li>Restock non-emergency supplies and equipment</li> <li>Cleaning and putting away equipment between use i.e. – infusion pumps, bed frames</li> <li>Equipment maintenance</li> </ul>

<b>Patient Observation</b>	<ul style="list-style-type: none"> <li>• Provide patient observation for patients who require increased care</li> <li>• Escalate any care concerns to the Registered Nurse</li> <li>• Engage in diversional activities that promote therapeutic care</li> </ul>
----------------------------	---

### **Aboriginal & Torres Strait Islander Candidates**

*Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.*

*An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways. Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at [Aboriginal.Workforce@easternhealth.org.au](mailto:Aboriginal.Workforce@easternhealth.org.au)*