Position Description

Position Title:	Patient Care Assistant
Classification & Salary Range:	Health Care Worker Grade 2 – IN38
Agreement Name:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025 - 2027
Position Reports to:	Nurse Manager / Associate Nurse Manager or Registered Nurse in Charge
Last Updated:	November 2026

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 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

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 always within the PCA scope of practice and EH policies and procedural guidelines.
- 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.

Key Selection Criteria

Essential Selection Criteria:

- 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, ability to communicate effectively with patients, families and the health care team
- Ability to undertake N95 mask fit testing prior to or at commencement of employment
- Compliance with mandatory vaccination requirements, including annual influenza vaccination, and evidence of immunity to vaccine-preventable diseases where required.

Desirable Selection Criteria:

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

Qualifications

- Certificate III in Health Services Assistance; Certificate IV in Ageing Support or equivalent

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. Read more about Eastern Health's strategic goals here.

Our Commitment to Diversity, Equity & Inclusion

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and/or Torres Strait Islander peoples, people from the LGBTIQA+ community, people living with disability and those from a culturally and linguistically diverse background, are strongly encouraged to apply.

For more information, please click here.

Aboriginal and Torres Strait Islander Candidates

Eastern Health's First Nations Employment Plan 2026 – 2028 was released in July 2026. With a strong focus on cultural safety and belonging, actions included in the Employment Plan provide practical supports for all Aboriginal and Torres Strait Islander people.

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.

For support, please contact our Aboriginal Employment Coordinator, Aboriginal.Workforce@easternhealth.org.au

Important Information

All new and existing employees are committed to the following in order to uphold Eastern Health's Promise and Values

- Uphold confidentiality as per the Privacy Act 2000 and the Health Records Act 2001
- Comply with Eastern Health code of conduct and Policy and Procedures
- Comply with Eastern Health performance standards and industry professional standards
- Participate in continuous monitoring an improvement
- Comply with legislation and accreditation standards
- Ensure service and care is consistent with the Eastern Health approach to patient and family centred care
- Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. More information here

Occupational Health and Safety, Quality and Improvement

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, particularly 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 Compensations (WIRC) Act 2013.

Eastern Health employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

For more information about Quality and Safety please click here or for Staff Wellbeing please click here.

Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity.

Final 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.

Application Support

If you require supports or adjustments with submitting your application or throughout the recruitment process, you are welcome to contact the hiring manager or the Talent Acquisition Team on (03) 9955 7555 option 1 (for current employees please select option 2).

Candidate statement:

I _____ have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____ Date: _____

Role specific Attachments

- Attachment 1: Patient Care Assistant Duty List

ATTACHMENT 1

Patient Care Assistant Duty List

Area of Care	Activity
Hygiene	• Assist with oral hygiene – brushing teeth, dentures, mouth wash/toilet • Assist with brushing and washing hair (Exclusion – spinal, head and neck surgery and/or related injuries) • Assist with showering, washing and bed baths • Assist with dressing and undressing • Shaving (Exclusion: patients with facial/neck surgery or injuries) • Grooming – non-medicated skin care and make up • Removal of make-up and nail polish for procedures
Elimination	• Toileting • Change incontinence pads or aids • Empty, record and provide urinary bottle • Empty, record and provide urinal pans • Empty, record and provide commode chair • Report elimination amounts to the Registered Nurse • Apply, empty and record condom drainage
Mobility	• Assist with patient transfers, sitting patients out of bed/on toilet/commode • Assist patients to change position in bed (exclusion – spinal, head and neck surgery and/or related injuries) • Assist with provision of pressure area care (including assist with log roll) • Mobilising patients (assisted up to independent) • Assist in the use of manual handling hoists/aids • Escort for discharge i.e. – transit/discharge lounge, or to hospital exit points (Exclusion: • Patients awaiting transfers to other facilities)
Nutrition	• Assist with safe meal set up, cut up food, adjusting table and opening packages • 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) • Provide water/refilling water jugs or making drinks for patients (Exclusion: patients with fluid restrictions, dysphagia, modified diet/fluids or nil orally)
Environment	• Ensure falls prevention strategies are in place – call bell, phone, bedside table in reach, bed lowered, trip hazards removed • Maintain safe and tidy ward environment – putting equipment away, changing linen bags, cleaning and tidying utility rooms • Placing flowers in vases, water changes for flowers/vases • Making beds

Communication	• Answering call bells including staff assist • Reporting and/or escalating all care and concerns to supervising registered nurse/s • Clerical answering and transferring calls/intercom (Exclusion: Advice, clinical or confidential information) • Referring all aspects of care out of scope to RN • Direct visitors to ward or RN for assistance • Respond to, and report emergencies as per hospital policy • Attend handover and local team meetings or education sessions • Orientate patient and family/carers to ward environment • Seek regular feedback from supervising RN/s and reflect on practice
Documentation	• Assist in completing bedside communication boards • Complete incident reporting as per local hospital policy
Equipment and Maintenance	• Restock non-emergency supplies and equipment • Cleaning and putting away equipment between use i.e. – infusion pumps, bed frames • Equipment maintenance
Patient Observation	• Provide patient observation for patients who require increased care • Escalate any care concerns to the Registered Nurse • Engage in diversional activities that promote therapeutic care