



AUSTRALIAN MULTICULTURAL COMMUNITY SERVICES LTD
POSITION DESCRIPTION

Position Identification

Position Title:	PERSONAL CARE WORKER
Direct Reports:	Nil
Hours:	Casual (Subject to AMCS and consumer requirements)
Location:	Australian Multicultural Community Services, 44 -56 Hampstead Road, Maidstone 3012
Classification:	Australian Multicultural Community Services Care Workers Enterprise Agreement
Objective:	The focus of this position is the provision of high quality services to our HCP clients

Organisational Context

The Australian Multicultural Community Services (AMCS) is a community organisation with more than 40 years' experience serving the multicultural community. We support seniors to live at home for as long as possible, helping them maintain their independence and connect to opportunities. Please refer to our website for the full range of current services provided by AMCS. www.amcservices.org.au

Summary of the Position

The position of Personal Care Worker is part of an integrated team of people working within an established and agreed framework attending to the personal needs of clients. The Personal Care Worker role is instrumental to ensuring that we are always providing high quality care to our clients.

Management and Accountability

Direct accountability is to the Senior Manager – Care Coordination & Quality
AMCS Management has a right to review this position description.

Diversity, Inclusion and Cultural Competence

- Ensure that the diverse needs of clients are considered and accommodated. This includes and incorporates physical, cultural, gender-identity and other.
- Able to respect the diverse needs of other people.
- Able to communicate effectively with people from diverse backgrounds.
- In all instances works harmoniously with diverse people including people from CALD backgrounds.

Key Responsibilities

- Assist clients with domestic tasks such as laundry, ironing, vacuuming, mopping, sweeping, dusting, bed linen changes, bath, toilet, and shower cleaning.
- Assist clients with shopping, transport to medical appointments, monitoring client's safety, medication prompt and assisting with transfers.
- Assist with personal care, showering, dressing, and using the toilet.
- Assist with meal preparation and cooking.
- Act as a support companion.
- Have a knowledge of the Aged Care Quality Standards as they apply to the role of a personal care worker.
- Comply with the AMCS Support Workers Manual.



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Professional Development	<ul style="list-style-type: none"> • Participate in staff development opportunities as planned and required. • Attend meetings and In-Service training when appropriate.
Occupational Health & Safety	<ul style="list-style-type: none"> • Comply with policies & procedures, identify OHS concerns and communicate these to AMCS management. • Report hazards and incidents.
Legislative Requirements	<ul style="list-style-type: none"> • Ensure compliance with relevant policies and legislative requirements such as Workplace Health & Safety (WHS), the Aged Care Act including the Aged Care Quality Standards, and the Commonwealth Privacy Act.
Other	<ul style="list-style-type: none"> • Familiarise self with relevant policies, procedures and work practices of AMCS. • Meet employee obligations as outlined in AMCS's Policies and Procedures. • Commit to process of continuous improvement activities. • Carry out other duties as delegated by the person you report to or the next person in the organisational structure.

Key Selection Criteria

- Qualifications in Aged Care or Disability – essential.
- Current Victorian Drivers Licence.
- Current First Aid and CPR Certificate (or willingness to obtain)
- Reliable registered vehicle with minimum third-party car insurance
- Relevant industry experience preferred but not essential.
- Smart mobile phone and internet access.
- Demonstrate empathetic and supportive attitude.
- Excellent organisational and time management skills
- Able to maintain high levels of confidentiality
- Minimum 2 covid -19 vaccinations
- Availability and commitment to minimum 15 hours per week
- Police Clearance – AMCS cover the cost.

Specific Physical Requirements Of The Position

The following requirements will be needed to carry out the essential elements of the position as outlined in the position description.

The frequency descriptions relate to the following time frames:

Continuous = 75% to 100% of the workday

Frequent = 25% to 75% of the workday

Infrequent = 0% to 25% of the workday

Continuous

Standing and Walking	Standing and walking are major components of the position. They are required for the preparation and delivery of meals and beverages and movement around the house. It will require the ability to fully use both legs on a variety of surfaces.
Balancing	Balancing is required to maintain body equilibrium to prevent falling when walking, standing, crouching and/or lifting whilst carrying out job requirements.
Handling and Feeling	Handling and feeling are required in the preparation and delivery of meals and beverages, finger dexterity and hand-eye coordination are required, along with full hand and wrist movement, also the ability to perceive attributes of objects or clients by touching with skin, particularly that of the fingertips.



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Talking	Required for the delivery of kitchen service and job requirements. An excellent understanding of the English language is required in the delivery of service to clients and when dealing with other staff. Also, the ability to communicate effectively.	
Hearing	Required for the delivery of kitchen service and job requirements. Ability to maintain hearing acuity, with correction, if required, and the ability to hear and understand whispered conversations at a distance of up to 1 metre. Ability to interpret what is being heard.	
Vision	Required for the delivery of kitchen service and job requirements. Ability to maintain 20/40 vision using correction, if required. Ability to see and recognise objects and read documents. Ability to discriminate between colours and to determine depth perception	
Smelling	Ability to distinguish odours and identify hazards.	
Frequent		
Pushing and Pulling	Pushing and pulling are required to draw, drag, push or tug objects around the house including but not limited to, meal trolleys and kitchen equipment.	
Reaching and stretching	Reaching and Stretching is required in the preparation and delivery of meals and beverages and in carrying out administration duties, and in the movement of objects in the house.	
Lifting and carrying	Lifting and carrying is required in the movement of objects around the house including movement from lower to higher and/or horizontally and/or from place to place. It will require the ability to fully use both arms and hands.	
Bending and Crouching	Bending at waist level whilst carrying out job requirements in the house. Ability to crouch to floor level when required.	
Grasping/ Finger Movement	Grasping and finger movement (pinching, picking, typing) is required to holding onto objects and in the preparation and delivery of meals and beverages. It will require the ability to do repetitive motions with hands, wrists and fingers.	
Repetitive Motions	Repetitive motions of the wrists, hands or fingers may be required when carrying out administration duties such as, but not limited to typing, and in some meal preparation.	
Infrequent		
Sitting	Sitting is required when carrying out documentation or administration requirements.	
Climbing	Climbing is required when ascending or descending stairs or ladders. It will require the ability to utilise legs and feet and/or hands and arms. Body agility is required.	
Lifting and carrying	Lifting and carrying is required in the movement of objects around the house including movement from lower to higher and/or horizontally and/or from place to place. It will require the ability to fully use both arms and hands.	
Bending and Crouching	Bending at waist level whilst carrying out job requirements in the house. Ability to crouch to floor level when required.	
Kneeling	Kneeling can be required in the delivery of services.	



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Twisting	Twisting may be required in the preparation and delivery of meals and beverages and in the movement of objects in the house. The ability to reach in all directions and to twist at the waist is required.
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Conditions of Employment

1. All employees, including volunteers are required to provide a current National Police Certificate before commencing work with AMCS.
2. Continuous employment with the agency is conditional upon the receipt of ongoing funding for the program.
3. Meeting any medical standards required to perform the inherent requirements of the role.
4. Satisfactory performance during the contract.
5. Annual Appraisals by the direct Manager.
6. An adherence to the AMCS Policy and Procedure Manuals
7. All applicants must demonstrate the right to work in Australia.
8. Employment is subject to the incumbent not appearing on the Register of Banning Orders (Aged Care Quality and Safety Commission)

Further terms and conditions for ongoing employment are set out in the Contract of Employment, *the National Employment Standards and the Fair Work Act 2009* and the relevant legislation and AMCS policies and procedures as amended from time to time.

Position description agreed to:

Employee's Name:

Signature:

Date:

Manager's Name:

Signature:

Date:



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AMCS Values



Clients First

We strive for Client Satisfaction:
Delivering the best possible outcomes for our clients; building effective relationships which allow needs to be identified early and quickly satisfied.

1.



Respect & Diversity

We stand for Respect & Diversity: Providing the highest levels of integrity and personal standards in an apolitical and impartial manner to clients and stakeholders.

2.



Quality

We deliver Quality: Achieving the highest standards in everything we do; ensuring that all individuals take responsibility for achieving this and take pride in their work and the organisation.

3.



Continuous Improvement

We practice Continuous Improvement. Striving to achieve higher standards of performance; positively seeking opportunities to bring about organisational and delivery improvement and overcome resistance to change.

4.



Compliance

We ensure Compliance: Ensuring all are aware that this is non-negotiable and deliver what is expected as per legislative requirements; actively involved with all levels of government and other community service providers in an open and honest manner.

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