



Position Description

Personal Care Assistant

Date: August 2026
Division: Community Services

Position title:	Personal Care Assistant
Classification:	Care Service Employee - Grade 2
Reports to:	Registered Nurse/Team Leader, McMaugh Gardens Aged Care Centre
Direct reports:	Nil
Liaison:	Internal – Other staff, Residents of McMaugh Gardens and their families External – Medical Practitioners and other allied health professionals
Position purpose:	The Personal Care Assistant (PCA) is responsible for the delivery of care and services to residents in all areas of activities of daily living in accordance with the residents identified needs and preferences. The PCA provides support which considers the residents physical, spiritual, social and cultural needs and which enables residents to maintain their own well-being and independence for as long as possible. It is a requirement of the position to undergo a satisfactory criminal history police check and pre-employment health check.
All activities comply with all Work Health and Safety legislation, policies and procedures. This document describes the main responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described in this document. Multi-Factor Authentication (MFA): The incumbent may be required to use multi-factor authentication to access certain systems and data. This security measure is implemented to ensure the protection of sensitive information and to comply with Council security practices. All staff are expected to demonstrate behaviours that align with Council's core values, Code of Conduct, Work, Health and Safety and Equal Employment Opportunity Principles.	

1. Organisational Commitment

Employees are required to work in a manner that is consistent with legislative requirements and the Uralla Shire Council mission, values and customer service:

Mission: Uralla Shire Council listens to and facilitates the aspirations of the community.

Values: Unity We succeed as a team with integrity and accountability
Indicators: no dishonesty; mistakes are identified and corrected.

 Safety Keeping our people and community safe
Indicators: Hazard reporting is high; incident occurrence is low.

 Commitment to Service We use resources efficiently in an equitable manner
Indicators: Council service is fair, tailored and within resources.

Council service principles:

Respect	All People are equal
Accountability	In the interest of the community
Honesty	We act on facts
Efficiency	Value-for-money use of resources
Equity	We are genuinely fair
Communication	We are clear and concise

Accordingly all employees are to demonstrate the following inherent requirements:

- **Professionalism, Integrity & Ethics**– display a high level of effort and commitment to work performance, exercise reasonable skills and diligence, adhere to Council and industry standards and codes of ethics, and demonstrate trustworthiness and responsible behavior.
- **Teamwork** - encourage and facilitate cooperation, pride, trust, and group identity; foster commitment and team spirit; work cooperatively with others to achieve required outcomes.
- **Customer Service** - work and communicate with the general public, internal and external customers to provide information and quality services targeted to meet customer expectations.

2. Licence and Compliance Training Requirements

In addition to maintaining industry knowledge, this position requires the following licence and training requirements to be maintained as a minimum.

- Hold and retain a Class C Drivers licence
- Current satisfactory Police Check
- Current First Aid Certificate
- Relevant immunisations

Additional individual training and professional development opportunities will be discussed throughout the year to develop an individual training plan for this position.

3. Responsibilities, Competencies and Accountabilities

Core Responsibilities

1. **Promptly answering** all alarms and vital call buttons.
2. **Assisting residents with medications** - assist residents with their medications via current medication system and as directed by the Registered Nurse (RN).
3. **Cleanliness and comfort** – Bathing, showering, activities of daily living, all rooms and common areas, in accordance with requirements. Informing the Registered Nurse/ Team leader of any difficulties encountered concerning any resident. Cleaning residents and surrounding areas after meals, toileting them as necessary.
4. **Incontinence** – Changing residents as required, following preventative pressure area care practices. Prompt and proper disposal of incontinence aids and urine bags, also emptying of commodes. Report abnormalities to RN/Team Leader
5. **Teeth & Oral Hygiene** – Assist and remind residents as necessary concerning oral hygiene, check and report to RN/Team Leader if dental checks are required.
6. **Communication** – Ensure that the appropriate means are used to enable the resident to understand, and to be understood.
7. **Dressing** – Ensuring that there is clean and appropriate clothing and footwear for each resident in their room. Assist residents to dress as may be necessary.
8. **Correspondence** – Ensuring that messages or letters are passed on to the resident promptly. Assist as may be required in the resident's comprehension of the correspondence. Assist as may be required in writing letters.
9. **Laundry** – Take appropriate action to ensure there is adequate supply of clean clothing etc, including taking away and renewal of soiled clothing. Ensure labels are checked and all garments are cleaned according to instructions. Clothes are looked after.
10. **Nutrition** – Helping residents to eat and drink when and where appropriate.
11. **Observation** – Reporting anything unusual to the RN/Team Leader, e.g. not eating or drinking as usual: for example unusual urinary difficulties or bowel irregularities: changes in attitude, appearance, colour, temperature.
12. **Specimens** – Collecting of urine and other specimens as may be required from time to time by the resident's G.P.
13. **Personal Respect** – Treating residents at all times with respect and being mindful of the resident's dignity and self-esteem. Acting according to the residents wishes where appropriate within employment framework, having a regard to the duties of care.

14. **Possessions** – Ensure that the resident’s possessions are easily but discreetly identifiable, and are not used for any other resident.
15. **Other duties** – as instructed by RN/Team Leader e.g. Wound dressings, physiotherapy and nutrition programs.
16. **Linen** – ensure appropriate quantities of linen are ordered as per requirements and ensure quality is of a high standard.
17. **Cleaning** – ensure compliance with all Work Health Safety requirements for chemical and equipment handling .. Trolleys are kept clean and safe and jobs are completed satisfactory.
18. Document and report all incidents involving residents or self.

Key Tasks

As per those determined in the annual divisional review and within the essence of the positions core responsibilities, (as set out above), notwithstanding the need to review and alter the list in response to operational changes, workloads and staff development on an on-going basis. Where it is required that tasks need to be added/removed this will be clearly communicated to the incumbent.

Competencies and Accountability

The incumbent will be required to have competencies and accountability relevant to the position in-line with those set out in the Charitable Aged and Disability Care Services (State) Award for Care Service Employee – Grade 2, they are as follows:

An employee with relevant experience who works individually or in a team environment and is responsible for the quality of their own work, subject to general supervision, including compliance with documentation requirements as determined by the employer. Indicative tasks an employee at this level may perform are as follows:

Typical Duties

Care Stream	
Provide a wide range of personal care services to residents, under limited supervision, in accordance with Commonwealth and State legislative requirements, and in accordance with the resident’s Care Plan, including:	Recognise, report and respond appropriately to changes in the condition of residents, within the skills and competence of the employee and the policies and procedures of the organisation.
Assist and support residents with medication utilising medication compliance aids;	Assist in the development and implementation of resident care plans and compilation of the data and information required for the Aged Care Funding Instrument (ACFI).
Simple wound dressing;	Assist in the development and implementation of programs of activities for residents, under the supervision of a Care Service Employee - Grade 3 or above, or a Diversional Therapist
Implementation of continence programs as identified in the Care Plan;	
Attend to routine urinalysis, blood pressure, temperature and pulse checks; Blood sugar level checks, etc. and assist and support diabetic residents in the management of their	

insulin and diet, recognising the signs of both hyper- and hypo-glycemia.

Performance Measures

As per those set out in the annual performance assessment, or as determined following the appointment of a new officer for a remaining part year.

Performance measures are determined giving consideration to the desired corporate objectives of the organisation as set out in Corporate Service Plans and the broader community services delivery outcomes as detailed in Councils Operational Plan and Delivery Program.

Delegation of Authority

Delegations of Authority are detailed under separate official delegation instrument through the General Manager and are reviewed annually.

The freedom to act and make decisions is governed by clear objectives and budgets with frequent prior consultation with management and a regular reporting mechanism to ensure adherence to such objectives and budgets.

4. Terms and Conditions of Employment

Required personal attributes and qualities

- Leadership – The ability to demonstrate and provide leadership in the long term interests of the organisation.
- Understanding and acceptance of a change culture – The ability to embrace a continual change position and readily look to seek out and implement new initiatives for the betterment of the community and for the long term sustainability of Council's operations.
- Relationships – The ability to build effective and productive relationships within internal and external stakeholders.
- Commitment, attitude and application to duties – The ability to apply an appropriate level of commitment, attitude and application to duties which will result in measurable outputs and results against identified performance indicators.
- Professionalism – The ability to participate and contribute as a team member in a manner which is supportive and professional, including being respectful of differences of opinion, whilst maintaining the ability to accept the final determination.
- Cooperation and cohesion – The ability to maintain cooperation and cohesion when undertaking all duties in an environment where leadership is provided and professional standards are observed.
- Positive and proactive – The ability to maintain a positive and proactive disposition in times of contradiction and challenge to ones professional and ethical position.
- Practical and common sense approach – The ability to apply a practical and common sense approach to problem solving and to look for innovative solutions.
- Ethics, integrity and values – to always display ethics, integrity and values that reflect personal conduct beyond reproach.

Corporate Accountabilities

- Comply with all legislative requirements of the role.

- Personal and professional behavior is consistent with the values outlined in the Model Code of Conduct for Local Councils in NSW and the Uralla Shire Council Workplace Standards of Conduct.
- Adhere to Council plans, policies, protocols and (as required) actively document and revise procedures to ensure they remain current and relevant.
- Actively share information and knowledge on issues, training and practices to relevant staff.
- Identify and subsequently remove, mitigate against or minimise exposures to risk.
- Dress appropriately for the role, including wearing an appropriate uniform if required.

Perform as a Team Member

- Productively and cooperatively contribute to the outcomes of work teams.
- Attend and positively contribute to team meetings.
- Take responsibility for and manage own work and contribute to a productive team and work environment.
- Work cooperatively and proactively to achieve the objectives of Services Plans and the priorities identified in the Community Strategic Plan.
- Regularly review and appraise own performance against required levels.
- Undertake an annual performance assessment and contribute to the development of annual work and training plans.

Customer Service Responsibilities

- Comply with Councils Customer Service Charter and Standards.
- Comply with Commonwealth Aged Care Standards (1.4) for Comments and Complaints
- Be accessible and provide residents/customers with clear and accurate information.
- Communicate with residents/customers in a professional and courteous manner.
- Maintain a proactive flow of information with residents/family/ customers.
- Maintain a high standard of personal hygiene and grooming.

Work Health and Safety Responsibilities

- Follow safe practices/procedures to perform your duties in a manner so as not to put yourself or others at risk of harm.
- Immediately report any hazards, incidents and accidents to the relevant supervisor and take appropriate action.
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified.
- Participate in the development and review of Risk Assessments.
- Report all incidents and near misses.
- Comply with the return to work program.

EEO and Anti-discrimination Responsibilities

- Adhere to all legislation and follow all protocols and procedures.
- Act to prevent workplace harassment or discrimination and report any known incidents.

5. Selection Criteria

Required qualifications and licences

Certificate III in Aged Care Work or equivalent educational attainments and/or demonstrated experience in a similar role.

Hold and retain a C class drivers licence

Hold and retain a current first aid certificate

Essential Criteria

Demonstrated experience working in a similar position.

Experience in a work environment which required effective time management in order to meet various deadlines for multiple tasks.

Preferable experience with the use of the Microsoft Office suite of products and demonstrated broad computer literacy.

Sound interpersonal and organisational skills.

Demonstrated written and oral communication skills.

Ability to work in a team environment.

A proven commitment to and enthusiasm for aged care.

Proven ability to undertake duties with the highest level of ethics and integrity, including the ability to keep information confidential.

Desirable Criteria

A demonstrated understanding of both the principal and implementation of person centered care.

6. Acknowledgment

I have received and read the position description as detailed above.

Signature:

Date:

Name:

Key tasks, performance measures and delegations of authority documents will be provided by your supervisor.

Please note- Position Descriptions are reviewed to maintain currency and may need to be altered from time to time. Any changes will only occur following consultation with the incumbent and will reflect the organisational requirements at the time.