



Position Description

POSITION DETAILS

Position Title:	Personal Care Assistant
Reports To:	Clinical Care Manager
Enterprise Agreement:	GRACE Aged Care Victoria Enterprise Agreement 2025-2028
Classification Level/Grade:	Personal Care Worker Level 2 (PCW2)*, or Personal Care Worker Level 3 (PCW3)** *Has Cert III qualification **Has Cert IV qualification

ABOUT US

Woorayl Lodge Inc is a not-for-profit residential aged care provider nestled in the rolling hills of South Gippsland, conveniently located in Leongatha and close to beautiful coastal communities and local attractions.

Established by the local Rotary Club and officially opened on 14 December 1960, Woorayl Lodge Inc began with just three residents and has grown to provide residential aged care and independent living options for older people in the region. We remain proudly community-owned and governed, with a strong sense of local identity and community support.

We are committed to providing a safe, welcoming and homelike environment where older people are respected, supported, and empowered to live meaningful and fulfilling lives. Our team works in partnership with residents, families and the community to honour each person's individuality, preferences, culture and life story, and to support wellbeing, dignity and connection.

MISSION, VISION AND VALUES

Mission

Our mission is to provide services and an environment that **enables** residents to **live the life they choose**.

As a long standing Provider of Aged Care services in a small **community**, Woorayl Lodge understands and accepts the responsibility and the importance of treating each person as an **individual**.

Through open discussions, our team of professionals will listen and work with you to **personalise care and services** to meet your needs and choices, enabling you to **“live the life you choose”**.

At Woorayl Lodge, **we are inclusive** of all people. No matter your background, **you are welcome here**.

Woorayl Lodge is committed to providing a friendly environment that supports a lifestyle of wellbeing.

We recognise that to remain viable and to meet changing market demands in Aged Care, a new facility and expanded services need to be explored.

Woorayl Lodge is building a path to a new facility at Boags Road and is committed to keeping all stakeholders informed in a timely and transparent manner and we look to your feedback at all times.

Woorayl Lodge is excited to enter a new phase and direction of providing a unique model of care to the Leongatha and South Gippsland communities.

Vision

“Live the Life You Choose”

Values

Inclusive – Community – Understanding – Individuality – Wellbeing

POSITION OVERVIEW

The Personal Care Assistant's overall purpose within Woorayl Lodge Inc is to work within a multidisciplinary team, practicing with and under the direction and supervision of the Registered Nurse (RN) and Enrolled Nurse (EN), in the provision of high-quality, person-centred care in accordance with Woorayl Lodge Inc's philosophy of care.

The principles of 'best practice' must be upheld at all times. This role actively supports older people's rights under the Aged Care Act 2024, including their rights to dignity, autonomy, choice, independence, cultural identity, safety, privacy, social connection and supported decision-making — empowering residents to make informed choices about their care and daily life in partnership with the care team.

In addition to participation and promotion of continuous improvement activities, this role is integral in fostering a learning culture where ongoing development, excellence in customer service, respect, safety and rights-based practice are always prioritised.

Practice must always be in a manner consistent with:

- The mission, vision and values of Woorayl Lodge Inc
- Woorayl Lodge policies, procedures and Code of Conduct
- The Aged Care Act 2024 (Cth) and the Statement of Rights for Older People
- The Aged Care Quality Standards (Cth)
- The Australian Privacy Principles (Cth)
- The Occupational Health and Safety Act 2004 (Vic)
- The Drugs, Poisons and Controlled Substances Act (Vic)
- The Employee Code of Conduct
- Residents' rights to autonomy, dignity, independence, cultural identity, privacy, social connection, choice and supported decision-making — including the right to take supported personal risks in consultation with clinical staff and care plans

KEY SELECTION CRITERIA

Essential

- Certificate III in Individual Support (Aged Care) or equivalent.
- Current First Aid Level 2 and CPR Certificate or willingness to obtain.
- Demonstrated strong commitment to excellence and quality in the provision of aged care services.
- Demonstrated ability to uphold the rights of older people, including dignity, autonomy, choice, independence, cultural identity, safety, privacy, social connection and supported decision-making in accordance with the Aged Care Act 2024 and the Statement of Rights.
- Ability to provide person-centred, culturally safe and trauma-informed care.
- Well-developed communication and problem-solving skills, including the ability to support residents to express preferences and raise concerns safely.
- Demonstrated ability to comply with accreditation/compliance requirements appropriate to the role.
- Commitment to, and willingness to participate in, continuing training and education related to the area of employment.
- Ability to work effectively, respectfully and cooperatively in a team environment.
- Highly developed interpersonal skills and ability to work with residents of differing backgrounds whilst maintaining professional boundaries.
- Current satisfactory Police Check.
- Evidence of, or willingness to obtain, annual influenza vaccination (or valid exemption in line with organisational policy).

Desirable/Highly Regarded

- Experience in a residential aged care organisation or similar setting.
- Basic food handling certificate, dementia or OHS training.
- Experience providing care to people living with dementia using a person-centred and rights-based approach.

RIGHTS-BASED CARE COMMITMENT

Woorayl Lodge Inc provides care and services in accordance with the Aged Care Act 2024, the Statement of Rights and the Aged Care Quality Standards. All employees are expected to uphold older people's rights to dignity, choice, independence, privacy, identity, safety, social connection and supported decision-making, and to support consumers to express concerns and access advocacy without fear of reprisal.

PROFESSIONAL RESPONSIBILITIES

- Work within the scope of practice and professional boundaries.
- Recognise the need for, and actively participate in, continuing education and development.
- Where care delivery issues are unclear or beyond own abilities and qualifications, seek assistance and clarification.
- Comply with the roster and provide adequate notification of requests for leave.

- Complete mandatory competencies as specified in the “Mandatory Competency” policy.
- Comply with Privacy Legislation and Woorayl Lodge’s confidentiality statements when communicating information pertaining to residents, employees and the operations of Woorayl Lodge.
- Rights-Based Practice Obligations
 - Uphold the rights of older people in accordance with the Aged Care Act 2024 and the Statement of Rights, including dignity, autonomy, cultural identity, privacy, independence, safety, social connection and supported decision-making.
 - Support residents to make informed choices about their care and daily life in partnership with the care team.
 - Ensure communication is respectful, person-centred and responsive to individual needs, including supporting preferred communication methods (e.g. interpreters or communication aids if required).
 - Respect residents’ personal preferences, routines, values, relationships and cultural identity.
 - Support residents to express concerns, provide feedback and access advocacy services without fear of reprisal.
 - Maintain professional boundaries and act with integrity at all times.

KEY RESULT AREAS, ACCOUNTABILITIES & PERFORMANCE MEASURES

The following table outlines the Key Result Areas for this role and the specific accountabilities and performance measures which reflect the primary functions of the position and should not be interpreted as an exhaustive list of duties and activities.

Key Result Areas	Accountabilities	Performance Measures
Consumers (Residents)	▪ Provide safe, high-quality, person-centred care in accordance with consumer care plans and the directions of the RN/EN. ▪ Promote each consumer’s dignity, individuality, identity, culture and personal preferences at all times. ▪ Support consumers to make informed choices about their care and daily life, in partnership with the care team. ▪ Maintain privacy, dignity and confidentiality at all times (e.g., knock before entering rooms; do not discuss consumer information in public spaces; protect personal information). ▪ Assist consumers with daily living needs (e.g., hygiene, grooming, continence care, mobility, nutrition and hydration, oral care, clothing and footwear) in a manner that promotes independence wherever possible. ▪ Create a safe, clean, comfortable and homelike environment where consumers feel welcome, relaxed and secure. ▪ Encourage and support consumers to maintain routines, interests, customs, lifestyle and meaningful relationships.	▪ Positive consumer experience and feedback. ▪ Timely reporting and resolution of consumer concerns. ▪ Consistent delivery of allocated care tasks and duties each shift. ▪ Accurate and timely documentation (e.g., care notes, ROD responsibilities). ▪ Contribution to improved clinical outcomes (e.g., reduced falls, skin integrity). ▪ Demonstrated support for consumer choice, independence and rights.

Key Result Areas	Accountabilities	Performance Measures
	- Support enjoyable mealtime experiences and provide assistance with eating and drinking where required. - Observe, monitor and report changes in consumers' condition, behaviour or wellbeing promptly to the RN/EN, and document appropriately. - Respect consumers' right to refuse care and document/escalate as required. - Recognise, respond to and escalate risks to consumer safety and wellbeing in accordance with policy and clinical direction. - Report suspected elder abuse or missing persons immediately in line with Woorayl Lodge Inc policy. - Encourage and support consumers to provide feedback, raise concerns and access advocacy services without fear of reprisal. - Communicate clearly and respectfully; support consumers' preferred communication methods, including interpreters or aids if required. - Support consumers to remain socially connected and engaged in leisure, cultural and lifestyle activities in line with their preferences. - Demonstrate empathy, compassion, patience and a positive attitude at all times. - Deliver exceptional customer service and promote a welcoming, respectful and inclusive environment.	
Teamwork & Communication	- Contribute to a positive and respectful workplace culture that supports teamwork, learning and collaboration. - Communicate in a clear, respectful, professional and person-centred manner at all times. - Actively support colleagues and contribute to a cooperative and supportive team environment. - Respect and value the skills, perspectives and contributions of all members of the care team. - Share relevant information appropriately with team members to support safe and coordinated care. - Attend and participate in staff meetings, handovers and training sessions. Ensure communication, memos and instructions are read and actioned in a timely manner. - Seek clarification where required and escalate concerns appropriately and respectfully	- Demonstrated respectful, professional and effective communication with consumers, families, colleagues and external stakeholders. - Positive feedback from colleagues and internal stakeholders. - Evidence of collaboration, cooperation and willingness to support others. - Active and timely participation in team meetings, handovers, education sessions and required communication processes. - Consistent adherence to organisational communication standards, including escalation pathways and documentation expectations. - Demonstrated ability to contribute to a positive workplace culture aligned with Woorayl Lodge Inc values.
Continuous Improvement, Compliance & Quality	- Work in accordance with Woorayl Lodge Inc's policies, procedures, Code of Conduct and the Aged Care Quality Standards. - Comply with legal and regulatory responsibilities including the Aged Care Act 2024 and the Statement of Rights, Privacy Legislation, and relevant workplace laws.	- Demonstrated compliance with Woorayl Lodge Inc policies, procedures, and the Aged Care Quality Standards. - Active participation in quality improvement activities, audits, meetings and reviews.

Key Result Areas	Accountabilities	Performance Measures
	- Provide personal care and services in accordance with the Aged Care Quality Standards and organisational policies. - Actively participate in quality improvement activities, audits and initiatives to enhance safety, quality and consumer outcomes. - Identify opportunities for improvement and submit suggestions through the appropriate quality and improvement processes. - Complete required documentation accurately, promptly and in line with organisational standards. - Participate in mandatory training and professional development relevant to the role. - Support and contribute to an organisational culture of safety, learning, respect and continuous improvement.	- Timely and accurate completion of documentation and reporting obligations. - Consistent participation in mandatory training and professional development activities. - Positive contribution to a culture of learning, safety, respect and continuous improvement. - Demonstrated understanding of and alignment with the Aged Care Act 2024 and the Statement of Rights in practice. - Strong adherence to privacy, safety, and compliance requirements with no preventable breaches or repeated errors. - Responsiveness to feedback and willingness to adapt practice to improve consumer outcomes.
Documentation	- Observe and monitor consumers' physical, emotional and behavioural condition and report any changes promptly to the RN/EN. - Accurately document observations, care provided and relevant consumer information in the progress notes and required clinical systems before the end of each shift. - Complete all charts, forms and documentation in accordance with Woorayl Lodge Inc policies, funding requirements and the Aged Care Quality Standards. - Ensure Resident of the Day (ROD) documentation requirements are completed accurately and on time, seeking clarification from the RN/EN if required. - Document feedback, compliments, concerns and complaints (on behalf of consumers where appropriate) through the quality management system. - Maintain accurate and timely documentation to support care planning, safe practice and compliance with legal and regulatory obligations. - Ensure documentation supports transparency, consumer choice, dignity and respect in line with the Aged Care Act 2024 and the Statement of Rights. - Protect consumer information and maintain confidentiality in accordance with privacy legislation and organisational policy.	- Accurate, complete and timely documentation consistent with organisational standards. - Compliance with legal, regulatory and policy requirements for documentation. - Evidence of clear, respectful and objective written communication. - Timely escalation and recording of changes in consumer condition and care needs. - Completion of required ROD and care documentation within designated timeframes. - No preventable documentation breaches or repeated errors.
Health, Safety & Infection Prevention and Control	- Work in accordance with Woorayl Lodge Inc's Health & Safety policies and procedures and all relevant legislation. - Undertake duties with due regard for the safety and wellbeing of consumers, colleagues, visitors and self. - Follow safe work practices at all times, including correct use of equipment and adherence to manual handling techniques.	- Demonstrated safe work practices and correct use of equipment. - Accurate and timely reporting of hazards, incidents and near-misses. - Compliance with infection prevention and control procedures.

Key Result Areas	Accountabilities	Performance Measures
	- Participate in workplace inspections and safety activities, identifying and reporting hazards, incidents and near misses promptly. - Comply with emergency procedures and demonstrate ability to respond safely in emergency situations, including fire, evacuation and first aid. - Operate equipment safely and report faults, damage or maintenance needs immediately to the RN/EN. - Report and document all incidents and injuries in accordance with policy, including consumer incidents, staff injuries and hazards. - Implement infection prevention and control practices including hand hygiene, use of PPE, standard and transmission-based precautions, and food safety requirements. - Maintain a clean, safe and hygienic environment in alignment with organisational procedures and legislation. - Participate in training and competency assessments related to health and safety, emergency management and infection prevention and control. - Escalate safety concerns to the RN/EN and, where appropriate, the Clinical Care Manager or other relevant manager in accordance with Woorayl Lodge policy and escalation procedures. - Employees may also raise concerns with an appropriate external authority where applicable. - Support a culture of safety, wellbeing and risk awareness, recognising that safe care is a fundamental consumer right under the Aged Care Act 2024 and Statement of Rights.	- Completion of mandatory fire training. - Evidence of contributing to a safe environment and reducing risks. - Positive safety culture demonstrated through actions and communication.

PERFORMANCE REVIEW

Performance will be evaluated by the Clinical Care Manager or delegate at three months, 5.5 months, 12 months and annually thereafter, or as required.

Performance reviews will assess:

- Demonstration of Woorayl Lodge Inc values and Code of Conduct
- Competency in role and adherence to scope of practice
- Compliance with organisational policies, procedures and the Aged Care Quality Standards
- Consistent promotion and protection of older people's rights in line with the Aged Care Act 2024 and Statement of Rights
- Quality, accuracy and timeliness of documentation
- Contribution to teamwork, communication and positive workplace culture
- Participation in training, development and continuous improvement activities
- Safe and responsible work practices

Woorayl Lodge Inc aims to support development and improvement through a fair and collaborative review process. Where performance concerns arise, they will be addressed constructively and in line with organisational performance and conduct policies.

EMPLOYEE POSITION DECLARATION

I have read and understand this Position Description and confirm that I have the capacity and commitment to perform the duties described. I agree to comply with Woorayl Lodge Inc policies, procedures, values and Code of Conduct, and to uphold the rights of older people in accordance with the Aged Care Act 2024 and Statement of Rights.

I understand this Position Description outlines the key requirements of my role and may be updated from time to time to reflect operational or regulatory requirements.

Values Commitment

I commit to demonstrating the values of Woorayl Lodge Inc in my work and interactions:

- Inclusiveness – ensuring all individuals feel welcomed, respected and valued.
- Community – fostering a sense of belonging, connection and shared purpose.
- Understanding – listening with empathy, compassion and respect.
- Individuality – recognising and supporting each person's unique needs, preferences and identity.
- Wellbeing – promoting safety, comfort, dignity and quality of life.

I will uphold these values in all aspects of my role and contribute to a positive, rights-based culture that empowers those we support to “live the life they choose.”

Signature*: _____

Print name: _____

Date: _____

**If completing electronically, typing your name is acceptable.*