



Date	October 2016
Position Title	PATIENT CARE ASSISTANT
Division	NURSING
Reports to	CLINICAL NURSE

SECTION 1
Position Summary

<p>The Patient Care Assistant is responsible for:</p> <ul style="list-style-type: none"> • Working collaboratively with colleagues to achieve agreed targets for the Nursing Unit contributing to the achievement of overall strategic objectives of the Organisation; • Working within the WA Nursing Decision Making Framework Scope of Practice to deliver outstanding patient care wherever practicable and within the scope of knowledge. • Working effectively with the team to manage risk
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SECTION 2
Key Working Relationships

INTERNAL	EXTERNAL
Executive	Patients
Executive Manager Clinical and Support Services	Family members
Clinical Nurse Managers	Surgeons and Doctors
Clinical Nurses	ACHS
Registered Nurses	Nursing Agencies
Patient Care Assistants	Suppliers of medical related goods, equipment, services
Ward Clerks	Ministers of Religion and Counsellors
All staff	Visitors

SECTION 3

KEY RESULT AREAS (KRAs) and KEY PERFORMANCE INDICATORS (KPIs)

<p>KRA DEMONSTRATE THE BETHESDA VALUES</p> <p>Work displaying the values of team work, respect, integrity, compassion, excellence and professionalism.</p>	
Behavioural Descriptors	KPI
<ul style="list-style-type: none"> ▪ Adhere to the Bethesda values and consistently behave in an honest and ethical way. ▪ Recognise difference in people ▪ Treat people with respect and dignity ▪ Provide prompt courteous and effective service to internal and external customers ▪ Demonstrate appropriate confidentiality and duty of care ▪ Show energy and commitment to tasks ▪ Support a positive working environment ▪ Follow organisational policy ▪ Seek and participate in ongoing performance feedback, management and development ▪ Evaluate and monitor own performance ▪ Take personal responsibility for accurate completion of work 	<ul style="list-style-type: none"> • Clear demonstration of Bethesda values in day-to-day work relationships • Participation in staff meetings • Attendance at training • Undertaking external development opportunities • Positive work relationships with colleagues
<p>KRA IMPLEMENT THE VISION AND INNOVATION</p> <p>Build awareness of the Hospital's goals and identify, implement and communicate solutions and improvement opportunities to ensure achievement of the goals.</p> <p>Support organisational change initiatives through adaptability, facilitation and/or leadership</p>	
Behavioural Descriptors	KPI
<ul style="list-style-type: none"> ▪ Understand and support the Hospital's Vision, Mission and business objectives ▪ Recognise how role contributes to the achievement of organisational goals ▪ Learn about other parts of the organisation ▪ Understand the relationship between specific tasks and business unit priorities ▪ Participates in discussions around issues and helps to identify and suggest solutions to problems ▪ Implement new work improved practices when required 	<ul style="list-style-type: none"> ▪ Assist delivering the Assist delivering the Hospital's Mission and Vision ▪ Evidence of supporting planned change and quality improvement projects
<p>KRA COLLABORATE AS ONE TEAM</p> <p>Build, enhance and maintain interpersonal relationships with relevant stakeholders to achieve organisational goals</p> <p>Demonstrate appropriate leadership skills to build, empower and guide people to achieve organisational goals</p>	
<ul style="list-style-type: none"> ▪ Communicate concisely with colleagues and customers ▪ Use effective communication skills when listening and talking ▪ Build positive relationships with colleagues and customers ▪ Operate as an effective member of the team; works collaboratively 	<ul style="list-style-type: none"> • Attendance and involvement at staff meetings • Evidence of positive

<ul style="list-style-type: none"> ▪ Share information with others that will support the team's goals ▪ Follow direction of supervisor ▪ Keep manager informed of work progress ▪ Perform other duties as directed to support the completing of key outcomes of the business unit and Hospital 	<p>working relationships</p> <ul style="list-style-type: none"> • Grievances resolved in an effective and timely manner with all parties in agreement with outcome • Completion of performance reviews and development plans for self
<p>KRA KNOW THE BUSINESS</p> <p>Build and maintain awareness of the hospital's customers and the service which we operate.</p> <p>Perform the business of a private hospital; take appropriate action and follow up to help ensure realisation of results.</p> <p>Support the delivery of safe patient care and the consumers experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Services Standards and other recognised health standards.</p> <p>Abide by Occupational Health and Safety legislation, follow Bethesda Health Care safety policies and procedures, raising OSH issues and using RiskMan as a tool to report.</p>	
<ul style="list-style-type: none"> ▪ Take steps to ensure the provision of prompt, efficient and responsive customer service personally in work role. ▪ Comply with governance, compliance and accountability requirements as directed by supervisor • Understand tasks, accountabilities, timelines and requirements of role • Provide competent care to patients as delegated by supervisor. • Plan work tasks for shift • Demonstrate flexibility to cope with day-to-day changes • Work to agreed priorities, outcomes, time constraints and assigned resources • Complete required documentation in correct format ▪ Work to ensure the safety of self and others with in the legislative requirements of Occupational Safety and Health; ▪ Use and store chemicals according to Material Safety Data Sheets; report all hazards and incidents 	<ul style="list-style-type: none"> • Follow current policies and procedures • Timely completion of work tasks • Timely reporting and resolution of complaints • Appropriate safety behaviour • Timely reporting of risks and safety hazards • High satisfaction rate from patients and families • Accurate documentation • Timeliness and accuracy of reports

SECTION 4
Authority Levels

<ul style="list-style-type: none"> • The Patient Care Assistant is responsible for supporting the provision of outstanding clinical care of the patient and for assisting in the development of positive relationships between the patient, significant others and other health professionals for the benefit of the patient's ongoing health care

- The Patient Care Assistant, reports to the Registered Nurses and functions within the guidelines of the Organisation's Policy and Procedures and Mission, Vision and Values.

SECTION 5
Selection Criteria

Qualifications
<p>Essential</p> <ul style="list-style-type: none"> ▪ Current Police Check (no more than 6 months old) ▪ Current Working with Children Check <p>Desirable</p> <ul style="list-style-type: none"> ▪ Certificate III in Health Support Services
Knowledge
<p>Essential</p> <ul style="list-style-type: none"> ▪ Knowledge of OSH legislation and requirements <p>Desirable</p> <ul style="list-style-type: none"> ▪ Quality improvement and risk management processes
Skills
<ul style="list-style-type: none"> ▪ Well developed written and verbal communication skills ▪ Well developed organisational skills
Experience
<p>Essential</p> <ul style="list-style-type: none"> ▪ Organising own time and work processes to meet deadlines ▪ Determining and exceeding customer expectations ▪ Working effectively as part of a team ▪ Building and sustaining relationships with colleagues and customers <p>Desirable</p> <ul style="list-style-type: none"> ▪ Working in a Hospital

SECTION 6
Acceptance of Position Description

Patient Care Assistant

Date

Nurse Manager

Date