

Personal Care Assistant Job Description

A comprehensive job description template
for Australian health and care businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and personal care industry practices at the time of publication. You should review and tailor this template to suit your business, service type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Personal Care Assistant / Personal Carer / Care Assistant

1.2 Position Summary

The Personal Care Assistant provides intimate personal care and support to elderly people or people with disabilities, helping them with daily living activities while maintaining their dignity, independence and quality of life. This role focuses on essential personal care tasks including bathing, dressing, grooming, toileting and feeding assistance.

The position requires compassion, respect and sensitivity, along with strong personal care skills and attention to detail. Personal Care Assistants must work professionally in intimate care situations, follow care plans accurately and communicate effectively with clients, families and care teams.

1.3 Reporting Structure

This position reports to:

- Registered Nurse (RN) / Clinical Care Coordinator
- Care Services Manager / Director of Care
- Team Leader / Shift Supervisor

1.4 Employment Type

This position is available as:

- Casual (variable shifts based on client needs)
- Part-time (regular rostered shifts)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Bathing and Hygiene Assistance

- Assist clients with showering and bathing safely
- Provide bed baths for clients with mobility limitations
- Support with oral hygiene and denture care
- Assist with hair washing and styling
- Support with nail care and foot hygiene
- Maintain client dignity and privacy during all hygiene tasks
- Follow infection control procedures strictly

2.2 Dressing and Grooming

- Assist clients with getting dressed and undressed
- Help with selecting appropriate clothing
- Support with fastening buttons, zips and shoelaces
- Assist with applying makeup and grooming products
- Help with shaving and personal grooming
- Ensure client is comfortable and appropriately dressed
- Respect personal preferences and choices

2.3 Toileting and Continence Care

- Assist clients with using toilet or commode
- Provide support with continence aids and products
- Change incontinence pads and assist with personal cleaning
- Empty and clean commodes and urinals
- Monitor and report continence issues
- Maintain dignity and sensitivity during continence care
- Follow continence management plans

2.4 Feeding and Nutrition Support

- Assist clients with eating and drinking
- Feed clients who cannot feed themselves
- Support clients with modified texture diets
- Encourage adequate food and fluid intake
- Follow dietary requirements and restrictions
- Monitor and report changes in appetite or swallowing
- Maintain safe feeding practices to prevent choking

2.5 Mobility and Transfer Assistance

- Support clients with moving in and out of bed
- Assist with transfers to chairs, wheelchairs and toilets
- Help clients with walking using mobility aids
- Use appropriate manual handling techniques
- Operate hoists and transfer equipment safely
- Position clients comfortably and safely in bed or chair
- Prevent falls and pressure injuries through proper positioning

2.6 Health Observation and Monitoring

- Observe and report changes in client condition
- Monitor skin integrity and pressure areas
- Check for signs of pain, discomfort or distress
- Observe and report changes in behaviour or mood
- Monitor vital signs as directed by nursing staff
- Report any health concerns immediately to supervisor
- Assist with wound care observation as directed

2.7 Emotional Support and Companionship

- Provide friendly conversation and emotional support
- Listen to client concerns with empathy and respect
- Encourage clients and build their confidence
- Support clients experiencing anxiety or distress
- Respect cultural, religious and personal preferences
- Maintain trusting, professional relationships
- Promote client independence and dignity

2.8 Documentation and Communication

- Complete progress notes and care records accurately
- Document all care provided and observations made
- Report changes in client condition to nursing staff
- Participate in handover meetings
- Communicate effectively with families and care teams
- Maintain confidentiality of client information
- Follow organisational policies and procedures

3. Required Skills and Attributes

3.1 Essential Skills

Personal Care Skills

Competency in all aspects of personal care including bathing, dressing, toileting and feeding. Understanding of dignity in care. Knowledge of continence management. Safe manual handling and transfer techniques. Ability to work with clients with various mobility and cognitive abilities.

Compassion and Respect

Genuine care and respect for vulnerable people. Ability to maintain dignity during intimate care. Sensitivity to embarrassment and discomfort. Empathy and understanding. Non-judgmental approach to personal care situations.

Communication Skills

Clear verbal communication with clients and families. Active listening skills. Ability to communicate with people with hearing, speech or cognitive impairments. Professional written communication for

documentation. Reassuring and calm manner.

Observation and Reporting

Ability to observe and identify changes in client wellbeing. Recognition of signs of pain, discomfort or distress. Understanding when to escalate concerns. Accurate and detailed documentation. Attention to skin integrity and pressure areas.

3.2 Personal Attributes

- Caring, patient and gentle demeanour
- Professional appearance and hygiene standards
- Reliability and punctuality for all shifts
- Flexibility to work varied shifts including mornings and evenings
- Physical fitness for manual handling tasks
- Emotional maturity and resilience
- Respectful of privacy and confidentiality
- Team player with collaborative approach
- Cultural sensitivity and awareness
- Commitment to continuous learning

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Certificate III in Individual Support (Ageing or Disability) or equivalent
- Current First Aid and CPR certificate
- Manual handling training certificate
- National Police Check (within last 12 months)
- NDIS Worker Screening Check (if working with NDIS clients)
- Eligibility to work in Australia
- Immunisation records including COVID-19, influenza and hepatitis
- Ability to work flexible roster including weekends

4.2 Desirable Qualifications

- Certificate IV in Ageing Support or Disability
- Continence management training
- Dementia care training
- Palliative care training
- Food safety certificate
- Infection control training

- Previous experience in personal care roles

4.3 Experience

Previous experience in personal care is highly valued. Entry-level positions are available for recent graduates with appropriate qualifications and a commitment to providing dignified care. Experienced Personal Care Assistants should demonstrate competency in all aspects of intimate personal care, understanding of infection control and ability to work with clients with complex care needs.

5. Working Conditions

5.1 Hours of Work

- Morning shifts (6am-2pm) and afternoon shifts (2pm-10pm)
- Regular weekend and public holiday work
- Shift lengths typically 4-8 hours
- Peak periods during morning and evening care routines
- Roster provided in advance as per award requirements
- Split shifts may be required in some settings

5.2 Physical Requirements

- Ability to stand and walk for extended periods
- Physical capability to assist with client transfers and mobility
- Manual handling and lifting (up to 20kg with equipment)
- Bending, kneeling and reaching during care tasks
- Good vision for observing skin integrity and client condition
- Physical stamina for active care duties

5.3 Work Environment

- Indoor residential care facility or client homes
- Climate-controlled environment
- Exposure to bodily fluids, odours and cleaning chemicals
- Contact with clients with various health conditions
- Emotionally demanding situations
- Fast-paced during morning and evening care periods

5.4 Uniform and Presentation

- Uniform provided by employer (typically scrubs or care uniform)
- Closed, non-slip footwear required
- Neat and professional appearance
- Hair tied back for hygiene and safety

- Minimal jewellery for infection control
- Name badge to be worn at all times

6. Award Information

6.1 Modern Award Coverage

This position is covered by the Aged Care Award 2010 (MA000018). The award sets minimum pay rates, penalty rates, allowances and conditions for employees working in aged care and personal care services.

6.2 Classification Level

Personal Care Assistants are generally classified under the award as:

- Level 2 Pay Point 1: Personal care assistant without Certificate III
- Level 2 Pay Point 2: Personal care assistant with Certificate III qualification
- Level 3: Experienced care assistant with advanced skills or specialised duties

The specific classification level will be determined based on qualifications, experience and duties performed.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: 150% of base rate
- Sunday: 175% of base rate
- Public holidays: 250% of base rate
- Early morning allowances (before 7am)
- Late evening allowances (after 7pm)

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Aged Care Award 2010 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all clients, families and colleagues with respect and dignity
- Maintain strict confidentiality of client information
- Follow all organisational policies, procedures and care standards
- Comply with aged care quality standards and regulations
- Arrive on time for scheduled shifts in full uniform
- Notify management of absence or lateness immediately

7.2 Care Standards

- Provide person-centred care that respects individual dignity

- Maintain privacy during all intimate care activities
- Follow care plans and document care accurately
- Report changes in client condition promptly
- Maintain high standards of personal care and hygiene
- Respond to client needs with compassion and patience

7.3 Safety and Infection Control

- Follow infection control protocols strictly at all times
- Use personal protective equipment (PPE) appropriately
- Practice safe manual handling techniques
- Report all incidents, accidents and hazards immediately
- Maintain clean and safe work environment
- Follow hand hygiene procedures

7.4 Teamwork Expectations

- Communicate effectively with care team members
- Participate actively in handover meetings
- Support colleagues during busy periods
- Share information relevant to client care
- Accept feedback constructively
- Assist with training new staff members

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining relevant experience and motivation for personal care
- Copies of qualifications (Certificate III, First Aid, manual handling)
- Current immunisation records
- Contact details for two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview
- In-person interview and facility tour
- Skills assessment or practical demonstration

- Reference checks
- National Police Check and worker screening
- Pre-employment health assessment

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the service.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____