

Position Description

Very Special Kids believes that all children and young people have the right to a quality of life, no matter how long or short their life may be.

Position Title:	Personal Care Worker
Location:	Malvern
Department	Hospice
Reporting To:	Hospice Nurse Manager
Main Purpose of Position:	A Very Special Kids Personal Care Worker is responsible for the delivery of individualised, safe, high-quality holistic care to children and young people and their families accessing Very Special Kids Working effectively as part of a skilled, creative, professional, and compassionate team. Participate in the coordination of play, therapies and activities for the children and young people accessing the Very Special Kids House Sister Margaret Noone Hospice. Assist and support the allied health team and external contractors in the delivery of programmes. With the support of nurses, care for children and young people at end of life or after death and their families within the hospice and/or community setting.
Number of Direct Reports	0
Decision Making Authority	As per Very Special Kids' Delegation of Authority
Key Relationships	Internal: • Hospice Manager • Deputy Hospice Manager • Senior Hospice Team • Registered Nurses, Enrolled Nurses & Personal Care Workers • Very Special Kids Staff and Volunteers • Service Delivery Team • Allied Heath Team External: • Very Special Kids children, young people and families
Key Selection Criteria	Qualifications/ Education Training and Work Experience • Minimum of 12 months' work experience in personal care in either health, disability or aged care (desirable but not essential) • Cert III in Disability or similar qualification (desirable but not essential)

	• First Aid Certification highly desirable Knowledge and Skills • Demonstrated ability to work with children, families and volunteers within a health/palliative care/hospice setting and commitment to the provision of family centred care. • Ability to prioritise workload and be flexible to changing demands • Ability to work independently (in tasks trained and assessed as competent to perform) • High level planning and organisational skills • Ability to effectively communicate and work in collaboration with the wider Clinical Services team and external contractors • Basic to intermediate Excel, Word and Microsoft Outlook skills required. Personal Attributes • Demonstrated ability to manage own time to meet daily roles and responsibilities in accordance with the position. • Demonstrated communication and interpersonal skills including written and oral skills • Commitment to the purpose, guiding principles and philosophy of Very Special Kids • Commitment to child-safe work practices and environment • Commitment to quality improvement and ongoing evaluation • Demonstrated commitment to ongoing development and self-care • Positive attitude, adaptable, proactive, and creative Guiding Principles • We offer compassionate, individualised care for families across their entire journey • Our approach is forward thinking, positive and authentic • We collaborate to deliver the best support for families • We are purpose driven and act with integrity, respect and kindness
--	---

Key Areas of Responsibility

Clinical Care

Key Performance Indicators

Implement delegated aspects of care under the supervision and delegation of the registered nurse.	Care is provided in accordance with Very Special Kids policies and procedures, practicing within own scope of practice "All about me" and care plans are read, understood, updated, and implemented in collaboration with the child, young person, parents or caregiver and care team.
Assist the Registered Nurses in maintaining administrative systems for children.	Clinical notes and all documentation, both hard copy and those stored electronically are

	updated in accordance with policy and procedure.
Ensure maintenance of confidential family records	All records maintained in accordance with the Very Special Kids Privacy and Confidentiality policies.

Teamwork

Key Performance Indicators

Works together with medical, nursing, personal care, allied health and family support team to provide best quality care.	Quality of care provided in the Hospice.
Assist in the implementation and execution of audit schedule and incident reporting.	Participation in audits and reporting of any risk or incident.
Communicates and collaborates to build positive and harmonious working relationships across the organisation.	Effective relationships built with Fundraising, Corporate, Family Support teams. Work collaboratively with Family Support Practitioners to provide holistic clinical care for children and support to their families. Implements strategies for the resolution of conflict in a timely manner. Actively participates in attending and supporting organisational meetings and committees as required.

Professional Development

Key Performance Indicators

Attend mandatory in house training when organised and contribute to other staff development programs where there is a topic that may be of interest.	100% attendance at all mandatory training and completion of all online training modules. Annual 1:1 competency face to face assessment successfully completed. Minimum of 75% of All Team meetings attended annually. Attendance at mandatory In House Training Days and Group Clinical Supervision (minimum attendance 75% of meetings).
--	--

Support volunteers.	Active participation in team and organisational meetings and activities. As part of a service delivery team, provide guidance to Volunteers as required.
Participate in hospice programs including play and activity and allied health programmes (Physiotherapy, occupational therapy, and music therapy, child life therapy).	Support and help facilitate school holiday programs and Allied Health programmes.

Organisation

Key Performance Indicators

Communicating effectively to build positive and harmonious working relationships within the organisation.	Open and positive relationships with Clinical Services and wider Very Special Kids staff.
Engages with other health providers and represents Very Special Kids in a professional and appropriate manner according to the guiding principles of the organisation.	Maintain and build the reputation of the organisation.
Communicates and collaborates to build positive and harmonious working relationships across the organisation.	Actively participates in attending and supporting organisational meetings and committees as required. Effective, regular formal and informal communication within the Hospice Team and the Family Support Team. Implements strategies for the resolution of conflict in a timely manner.

Performance & Development Planning & Review

Key Performance Indicators

Participation in the annual Performance & Development Planning (PDP) and review process to review goals and development for the year.	The setting of performance objectives/goals and the ongoing evaluation of performance and achievement will be conducted within three (3) months from commencement and then bi-annually based on the duties and responsibilities outlined in the position description.
---	---

	Objectives will be developed annually documented, discussed, and agreed with the allocated PDP Manager.
--	---

Quality, Safety, and Improvement

Very Special Kids employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety, and Improvement by: • Acting in accordance and complying with all relevant Safety and Quality policies and procedures • Actively participating in team meetings, staff forums and other sessions relevant to the role, and as required • Supporting an inclusive environment where all individuals are treated fairly, with respect and receive the same opportunities • Identifying risks, reporting, and being actively involved in risk mitigation strategies • Participating in and actively contributing to quality improvement programs • Complying with the requirements of the National Safety & Quality Health Service Standards • Complying with all relevant clinical and/or competency standards • Complying with the principles of Patient and Family Centred Care that relate to this position • Understanding and complying with the principles of Child Safe Standards and Child Safety and Wellbeing Framework and associated requirements • Leading and providing supervision of volunteers directly involved in your work	
--	--

Conditions of Service	Employees are required to provide and maintain required immunisations and serology results as part of their employment.
Hours	Permanent Hours Available: up to 1.5 EFT, hours as per rotating roster (2-5 shifts per week) including PM, night and weekend shifts.
Salary Package	As per Charity, Aged Care and Disability Services - \$15,900 + \$2,650 (Meal Entertainment) = \$18,550
Tenure	As per contract ie; Permanent full time or part time following the conclusion of a six month probationary period.
General	Employment with Very Special Kids will be subject to a satisfactory Police Check and Working with Children Check. Clinical Services staff are also required to provide evidence to demonstrate vaccination against COVID-19 and seasonal flu vaccinations.



Privacy Statement: Personal Information may be collected and stored for the purpose of recruitment and selection. The information will only be used and disclosed for the primary purpose of its collection. Some exceptions exist. These may be obtained from the Privacy Officer

Approvals:	
Owner:	General Manager Clinical Services
Approved by:	General Manager People and Culture
Date of Last update:	28/08/2026