



# POSITION DESCRIPTION

## Community Care Worker

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<b>Position:</b>	<b>Community Care Worker</b> <b>Permanent Part-Time (guaranteed minimum of 15 hours per week with additional hours regularly available)</b>
<b>Award Classification:</b>	<b>Band 2</b>
<b>Division:</b>	<b>Development &amp; Community Services</b>
<b>Department:</b>	<b>Health &amp; Community Services</b>
<b>Approved By:</b>	<b>General Manager Development &amp; Community Services</b>
<b>Date Approved:</b>	<b>February 2019</b>

### **Position Objectives**

- The primary objective of this position is to provide support to frail aged and people with a disability of all ages; with a focus upon capacity building, restorative care, social inclusion and maintaining or promoting a person's capacity to live as independently and autonomously as possible.
- A holistic person-centred approach to care that promotes wellness and active participation in goal setting and decision making is used with timely and flexible services that respond to a person's goals and their carer's needs and circumstances.
- All services are provided with collaborative relationships between providers, for the benefit of people using services.

### **Key Responsibility Areas**

- To work with people using an Active Service Approach to identify strengths, build capacity and skills and achieve goals through the provision of support services.
- Provide assistance with personal care tasks according to individual Care Plans.
- Provide support and/or perform domestic duties
- Provide respite support to carers (this may include overnight respite)
- Provide people with practical assistance to participate in community activities and routinely access community facilities and informal networks (this may include travel training, transport, mobility support)
- Monitor the health and well-being of people and report any significant changes in health, behaviour, social conditions or home environment to the Team Leader.
- To work to a care/support plan for each person under the direction of a Team Leader. This plan may involve assistance with domestic tasks, personal care, independent living skills development, social and emotional support and/or respite care.
- Have the ability to work within the boundaries of the role when multiple service providers are involved.
- Comply with provisions of the Occupational Health and Safety Act by taking reasonable precautions to ensure the health and safety of self and others. Rectify actual or potentially hazardous situation and report near misses, where appropriate. Participate in programs designed to monitor and protect the health of staff in their workplace.



- Adherence to all Council and specific unit policies and procedures as relevant to this position.
- To perform other tasks considered necessary by the Coordinator/Team Leader to maintain a safe environment for recipients of the Service.
- To undertake regular in-service training as required.

## **Standard Organisational Responsibilities**

### **Customer Service**

- Promote and enforce Council's policy of excellence in customer service;
- Provide appropriate customer services to our customers in a prompt and engaging manner via social media or web updates;
- Maintain the highest ethical standards and confidentiality in dealing with data, our customers and each other.

### **Occupational Health & Safety/Risk Management**

- Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts or omissions at the workplace;
- Co-operate with your employer with respect to any action taken by the employer to comply with any requirement imposed by or under the Health & Safety Acts, Regulations and Codes of Practice;
- Work within Occupational Health & Safety Acts, Regulations and Codes of Practice;
- Ensure Council's Risk Management Policy & Procedures are observed and complied with.
- Enforce Council's OH&S and Risk procedures with contractors and consultants.

### **Human Resources**

- Identify training and development needs through Appraisal System for yourself and any staff you directly supervise, and participate in corporate training;
- Ensure adherence to Council Code of Conduct, Equal Employment Opportunity, Privacy procedures and other policies and programs;
- Participate fully in the Staff Performance Management System, Recruitment and Induction processes.

### **Information Management**

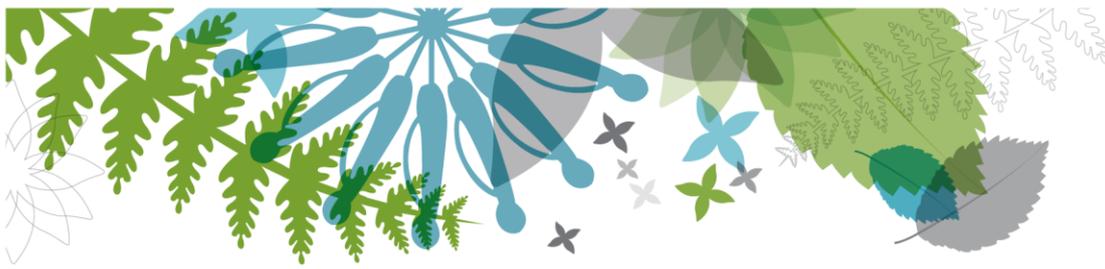
- Ensure accurate and prompt registration of all customer requests within the request system, action and respond to assigned requests within a prescribed timeframe and according to Colac Otway Shire Performance Standards;
- Ensure effective use of relevant application software systems (appropriate level of training provided).
- Make and keep accurate and complete records of business activities, including email.
- Ensure the quality and accuracy of data used or enter into TRIM.
- Understand records management obligations and responsibilities.
- Create records proactively, even those that would not otherwise be created from activities such as telephone conversations, verbal decisions, meetings, conferences etc.

### **Organisational Development & Business Improvement**

- Promote Council Values and participate in ongoing business improvement initiatives to continuously improve Council's systems and processes.
- Actively contribute ideas and suggestions which promotes a culture of innovative thinking.
- Participate in the development and monitoring of Unit Business Plan objectives as appropriate.
- Participate in the Employee Alignment and Engagement Survey as requested.
- Comply with the Colac Otway Shire Customer Performance Standards.

### **Emergency Management**

- As part of the duties associated with this position, the incumbent may be requested to assist Colac Otway Shire Council in responding to an emergency situation, should one arise, affecting the operation of Council



and/or the wellbeing of the community. This may involve temporarily working in a different work location within the Shire. Priorities of Council shift during emergencies, and as such, Officers may find themselves engaged in work activities that differ from the key responsibility areas that are outlined in their Position Descriptions. Staff will not be seconded into roles that are beyond their existing skill sets.

### **Child Safety**

- Ensure a child safe environment and contribute to a culture of child safety by fulfilling the responsibilities and requirements of Council's Child Safe Policy and procedures.
- Promote the cultural safety, participation and empowerment of children including Aboriginal, culturally and/or linguistically diverse children, and children with a disability.
- Respond promptly, fairly and transparently to any serious complaints made by a child, young person or their parent/guardian in accordance with Council's Child Safe policy.

### **Organisational Relationships**

Reports to: OPASS Team Leader

Directly Supervises: Not applicable

Internal Liaisons: Co-Ordinator Older Persons & Ability Support Services  
Team Leaders & Senior Community Care Workers  
Other Community Support Staff  
Finance Section

Other Community Support Services staff, Community Facilities staff, general public

### **Organisational Context**

#### **Our Vision**

Towards a prosperous future

#### **Our Values**

- Respect
- Integrity
- Goodwill
- Honesty
- Trust

### **Classification Criteria**

#### **Accountability and Extent of Authority**

- To act according to the direction of the Co-Ordinator/Team Leader and undertake all responsibilities and duties specified to ensure that the integrity and quality of service is maintained.
- To ensure that rosters are adhered to by having a correct and a clear understanding of the duties/tasks involved, time of appointment and location of the appointment.
- Completion and timely submission of accurate time sheets.
- Maintain confidentiality of work related issues.



### **No Authority to:**

- Carry out tasks which would require the skills of a qualified Division 1 Nurse.
- Carry out tasks without the necessary skills or competence.
- Undertake a task which poses a threat to the rights, health and safety of the Community Care Worker or the Client.
- Carry out tasks outside those prescribed by the Coordinator and/or Team Leader.
- Carry out non-transferable tasks that have been specifically designed for a client or others.

### **Judgement and Decision Making**

- Prioritize work in accordance with the weekly roster and care plan.
- Observation and reporting to Coordinator/Team Leader on the changing needs of the person.
- Respond to emergency situations that involves health and safety of the person and household in a timely manner.
- Apply an appropriate balance between duty of care and dignity of risk
- Be proactive and implement alternative strategies for engaging people, when required.
- Work within the OPASS Unit Policy and Procedures, seeking guidance as necessary

### **Specialist Skills & Knowledge**

- An awareness of own personal values and attitudes and ability to be non-judgmental when responding to people's needs.
- An ability to support people in complex circumstances on an individual basis whilst upholding the ethical considerations of the position.
- Experience in providing personal support to frail aged and people with a disability, in a safe, dignified and competent manner.
- Ability to communicate and work effectively with people with dementia, mental health issues, acquired brain injury, intellectual disability and autism.
- The skill to recognise and respond to an emergency situation and to act on this in a timely manner, within duty of care, dignity of risk principles.
- Ability to organize own time and ensure that allocated tasks are completed to an acceptable standard.
- Ability to take direction, as required

### **Management Skills**

- Well developed organizational and time management skills
- Highly motivated and proactive
- Ability to adhere to a weekly working roster and adjust to changes as required
- Ability to work independently in a non supervised work area,

### **Interpersonal Skills**

- Skilled in verbal, non-verbal and written communication.
- Ability to communicate effectively with a diverse range of people,
- Ability to be empathetic, diplomatic and to maintain confidentiality.
- Ability to relate to people of all ages (this may include children).

### **Qualifications and Experience**

- Victorian Driver's Licence
- Formal qualifications: Certificate III or IV in a relevant, community services qualification (ie/ aged care, HACC, disability work, child care etc) or the equivalent, preferred.
- Demonstrated experience in working with a diverse range of people, including people with complex needs.
- Level 2 First Aid Certificate (or working towards this certificate)



### **Key Selection Criteria**

- Previous experience working with frail, aged people with complex health needs and people with a disability.
- Victorian Drivers licence and access to a registered, comprehensively insured and roadworthy motor vehicle that can carry passengers
- Experience in performing a range of routine daily activities, including household duties, personal assistance tasks, assisting community participation and supporting individual goals.
- Excellent communication skills and an ability to work with a diverse range of people and age groups
- Clear understanding and ability to implement duty of care and confidentiality principles.
- Well developed organisational time management and problem solving skills with a demonstrated ability to work with a minimum of supervision
- Contactable by mobile phone with message bank. Use of personal mobile phone for the purpose of installation of a mobile app (mobile application) for the eziTracker rostering system.
- Prepared to undertake training

### **Special Characteristics/Availability**

- **Availability between the hours of 8.00am till 7.30pm Monday to Friday (please note: OPASS provides services between these spread of hours, however you will not be required to work the entire spread of hours in one day)**
- **Personal Care and Respite Care requires availability for evening, weekend and overnight work on a rotational basis (every 4-5 weeks)**
- Ability to support people with mobility requirements and be actively involved in recreational pursuits with service users.
- Be available for team meeting six weekly outside of normal hours
- Be available annually for CPR update and mandatory organisational training

### **Pre-Employment Screening**

A person, independent contractor, consultant, volunteer or other person recommended for appointment/engagement to a position/role at Colac Otway Shire is required to complete pre-employment screening which includes:

- a criminal record check (including disclosure or any pending charges). Note: a previous conviction or pending charge will not necessarily preclude an offer of employment or engagement.
- 100 points identification check
- confirmation of qualifications
- Physical assessment where specified in a position description because of the inherent physical requirement of the job; and/or where a preferred candidate indicates a pre-existing medical condition that may impact their ability to perform the inherent requirements of the role.
- Working With Children Check.

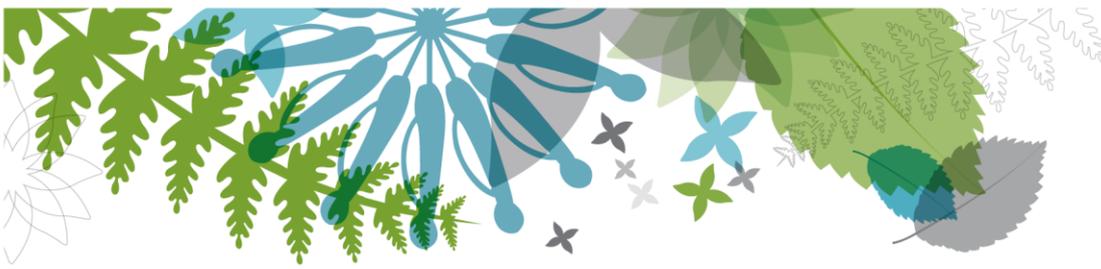
### **Satisfying Criminal Records Check Requirements:**

An applicant satisfies the requirement for a criminal records check by either:

- a) providing an original current National Police Certificate for verification (a certificate will only be deemed current if it is dated within 6 months of the appointment); or,
- b) completing a “consent to check” form enabling Colac Otway Shire Human Resources staff to complete a criminal check on-line via its contracted service provider.

### **Verification of Qualifications**

An applicant is required to verify academic or other qualifications by producing the original certification documentation, or a certified copy, for viewing by a Colac Otway Shire Human Resources (or other relevant) staff member. A copy of the qualification/s will be kept on the employee file, or other relevant file in the case of a contractor, consultant, volunteer etc.



**Note: This position is subject to a 6 month probationary/qualifying period, a pre-employment physical assessment, a pre-employment Police Check and a Working with Children Check.**

**Terms and Conditions Of Appointment**

The Community Care Worker position is classified as a Band 2 within the Colac Otway Shire Enterprise Agreement No. 7 2016 (Part B). The position is Permanent Part-time. The hourly salary range for the position is \$26.21 - \$26.89 (plus superannuation). Actual salary will be determined having regard to the successful applicant’s qualifications and experience. Membership of a superannuation fund is compulsory (default fund is Vision Super). Annual, sick and long service leave accruals will apply pursuant to the Colac Otway Shire Enterprise Agreement No. 7, 2016.

A minimum of 15 hours per week will be offered. The hours of work will be agreed hours in accordance with a weekly roster. In addition weekend rostering is required. Penalty rates will apply for any hours worked outside the normal spread of hours. Annual, sick and long service leave accruals will apply pursuant to the Colac Otway Shire Enterprise Agreement No. 7 2016 (Part B).

This position is subject to a six-month probationary/qualifying period.

**Application Details**

1. Applications for this position close at 4.00pm, Wednesday 27 March 2019. To apply:

<b>Online</b>	Submit an online application by selecting “Apply for this position” on our website at <a href="http://www.colacotway.vic.gov.au/Council-the-shire/Jobs-tenders/Jobs-listing">www.colacotway.vic.gov.au/Council-the-shire/Jobs-tenders/Jobs-listing</a>
<b>Email</b>	Email your application to <a href="mailto:recruitment@colacotway.vic.gov.au">recruitment@colacotway.vic.gov.au</a>
<b>Post</b>	Post your application to: <b>CONFIDENTIAL Recruitment</b> Colac Otway Shire PO Box 283 COLAC VIC 3250

2. Information to be included with your application:
- Letter of application
  - Detailed response to the Key Selection Criteria
  - Current resume

**Please note: applications that do not respond to the Key Selection Criteria will not be considered.**

Peter Brown  
Chief Executive

***Colac Otway Shire Council is an equal opportunity employer and a child safe organisation***