

COMMUNITY CARE WORKER

DOCUMENT TYPE:	Position Description
POSITION:	Community Care Worker
POSITION SUPERVISOR:	Aged & Disability Services Coordinator
POSITION DIRECTORATE:	Community Wellbeing
POSITION DEPARTMENT:	Community Wellbeing
POSITION TERM:	Casual
POSITION STATUS:	Casual
POSITION AWARD CLASSIFICATION:	Band 3
POSITION DESCRIPTION VERSION NUMBER:	9
POSITION DESCRIPTION DATE ADOPTED:	29 July 2019
POSITION DESCRIPTION REVIEWED BY	Manager Community Services
INCUMBENT:	
FILE LOCATION:	All position descriptions are held on a secure network by the Human Resources Department.
<p>Position descriptions are amended from time to time, therefore you should not rely on a printed copy being the current version. Please consult the Human Resources Department to ensure that the version you are using is up to date.</p> <p>This document is available in alternative formats (e.g. larger font) if requested.</p>	

1 POSITION OBJECTIVES

The objectives of this position are to ensure the provision of high quality support services to the frail aged, those with disabilities and/or their carers to promote independence and enhance quality of life.

2 KEY RESPONSIBILITIES AND DUTIES

2.1 Respite care

The incumbent will:

- provide assistance to dependent children, adults with a disability, the frail aged and carers to ensure that maximum benefit is obtained for clients to remain in their own homes and communities
- provide assistance by remaining with the client while the normal carer takes a break from the caring role. Other tasks as directed by the care plan will be provided during respite and many include personal and basic home care tasks

- undertake tasks including but not limited to the following:
- supervision
- support
- socialisation/motivation
- assistance with bathing/showering/toileting/dressing and undressing
- assistance with eating/drinking
- assistance with exercise programs
- assistance with fitting aids/appliances
- escort to appointments
- undertake a range of cleaning tasks to respond to the needs of the client.

2.2 Personal care

The incumbent will:

- provide assistance to maintain the client in their own home through the performance of assessed personal care tasks
- undertake tasks including but not limited to the following:
- maintenance of a safe, hygienic living environment for clients
- assist with bathing, sponging and/or showering of clients, including hair washing, shaving, grooming etc
- assist with dressing and undressing
- assist with toileting
- assist with meal preparation
- mobility assistance
- fitting of aids and appliances
- undertake a range of cleaning tasks to respond to the needs of the client.

2.3 General home care

The incumbent will:

- provide assistance and/or supervision, for assessed clients, with tasks of daily living so that the client's standard of living is maintained
- tasks include but are not limited to:
- cleaning of floor areas: vacuuming, mopping as appropriate
- cleaning of bathroom, including basins/baths, shower recess & toilet
- dusting (when necessary)
- make beds, change and wash bed linen when required
- washing of dishes
- washing of clothes
- undertake shopping, banking and correspondence as required (following authorisation)
- preparation and cooking of meals for approved clients.

2.4 Meals on wheels

The incumbent will deliver meals to clients as rostered.

2.5 Responsibilities

The incumbent will:

- encourage and promote client's independence
- monitor and report client's condition, needs and requests to the Aged & Disability Services Coordinator for assessment/satisfaction
- provide social and emotional support to the clients by providing an empathetic, caring and sensitive service
- inform the Aged & Disability Services Coordinator of any safety issues concerning the client or work environment
- carry out duties which are within the limits of the employee's skill, ability, competence and training
- maintain client confidentiality
- understand and be familiar with Loddon Shire Council's internal policy documents and OH&S manual and perform duties within those guidelines
- attend staff meetings and training courses as directed by the Aged & Disability Services Coordinator
- perform other duties as directed that are consistent with the general requirements of this position.

2.6 General administration

The incumbent will:

- keep accurate administrative records of the service provided, including:
- maintaining continuity of rostered times of each client
- keeping to allocated days and times at all times
- compiling precise vehicle mileage
- accurately completing and submitting timesheets as requested.

2.7 Social Support Groups and Club 5-8

The incumbent will:

- engage with members of the program, based on their individual capacity, resulting in improved well-being
- assist clients to participate fully
- deliver appropriate activities in a variety of community settings, based on the Activities Program
- monitor the well-being of members and reporting any relevant changes and concerns
- assist the Social Support Coordinator to deliver the program

2.8 Occupational Health and Safety in the Home

- Complete any occupational health and safety forms for each client as requested to do so and return same to the office with roster

3 ACCOUNTABILITY AND EXTENT OF AUTHORITY

The incumbent will:

- work independently, under limited supervision, in accordance with the Home Care roster as directed by the Service Delivery Team Leader/Manager Community Services
- be responsible for carrying out assigned tasks within the allocated time frame whilst maintaining a high standard
- ensure the safety and well-being of any client assigned to your care
- maintain adherence to Council procedures and standards at all times.

4 JUDGEMENT AND DECISION MAKING

The incumbent will:

- make decisions on all matters which are within the responsibilities of the position, provided that these are within delegated authority, legislative requirements, established policy and recognised standards
- refer any complex or extraordinary queries to the Service Delivery Team Leader/Manager Community Services.

5 SPECIALIST SKILLS AND KNOWLEDGE

The incumbent will:

- perform practical and safe homecare skills
- perform personal care and respite care tasks, as per care plan and with appropriate training from allied health care providers
- have an understanding of the needs of aged and people with a disability and a willingness to work with them and their carers
- have knowledge and awareness of OH&S standards
- have the ability to assess health or safety changes in clients homes and to report information to the Home Care office.

6 MANAGEMENT SKILLS

The incumbent will have:

- ability to ensure requested tasks are completed in accordance with the directions of the Aged & Disability Services Coordinator
- time management skills and ability to prioritise duties.

7 INTERPERSONAL SKILLS

The incumbent will:

- have ability to communicate effectively with people of all backgrounds, including staff, frail aged and those with a disability
- have the need to have a positive outlook and to be empathetic with an understanding of the needs of clients
- have ability to work without direct supervision, but within directed framework
- have ability to perform a varied range of personal care and household duties

- have ability to develop options, solve problems and be flexible as required
- possess a non-judgmental approach when working with a broad range of clients in differing situation
- have a willingness to undertake training.

8 EXPERIENCE

The incumbent will have experience and be proficient in the delivery of services provided through the community care programs.

9 QUALIFICATIONS

Qualification	Mandatory or Desirable
Minimum Certificate III in Aged Care or Home & Community Care	• Mandatory
Level II first aid certificate	• Mandatory
A current Victorian driver licence	• Mandatory

10 POLICE CHECK

Conditions of the police check process are:

- if the incumbent has been a citizen or permanent resident of another country a Statutory Declaration in addition to a current Australian Police Record Check, is required to be provided stating that they have never been convicted of murder or sexual assault; or never been convicted of, and sentenced to imprisonment for, any other form of assault in a country other than Australia.
- the incumbent is required to provide a current police check with further requirement to renew their police check prior to expiration every three years
- in the event that employment commences prior to Council receiving the initial police check, employment is conditional on the police check not disclosing a criminal record that would disqualify the incumbent from being employed
- the incumbent is also required to disclose any relevant criminal charges or convictions, which would disqualify the incumbent from being employed in the period between the three yearly police checks. Failure to do so will result in termination of employment.

11 ORGANISATIONAL QUALIFYING PERIOD

An Organisational Qualifying period of six months applies to the position.

12 ANNUAL PERFORMANCE DEVELOPMENT REVIEW

A Performance Development Review will be conducted each year. Every staff member is required to actively participate in the Annual Performance Development Review process with his or her immediate supervisor.

13 ORGANISATIONAL RELATIONSHIPS

Relationship	Stakeholders
Reports to	<ul style="list-style-type: none"> Aged & Disability Services Coordinator
Internal liaisons	<ul style="list-style-type: none"> All Council staff
External liaisons	<ul style="list-style-type: none"> Clients Other service providers

14 KEY SELECTION CRITERIA

The criteria for selection is:

1. minimum Certificate III in Aged Care or Home & Community Care
2. level II first aid certificate
3. ability to work in a team environment as well as an autonomous basis
4. experience working with frail aged and/or people with a disability
5. good communication skills
6. access to a reliable vehicle
7. ability to carry out a broad range of household tasks
8. willingness to undertake a police records check and if required a Working with Children Check
9. Victorian driver license.

15 REVIEW

The supervisor and incumbent will review this Position Description for any necessary amendments during the annual Performance Development Review process.

16 GENERAL RESPONSIBILITIES AND DUTIES OF EVERY LODDON SHIRE COUNCIL EMPLOYEE

Every employee of the Loddon Shire Council is bound to adhere to legislation, regulations, and codes of conduct. Specific responsibilities are:

16.1 Council values

All Employees are required to uphold the Values of the Council as set out in the Council Plan and Staff and Contractors' Code of Conduct.

16.2 Equal opportunity and bullying and harassment

Loddon Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, and vilification and bullying.

All Employees are required to:

- respect the rights of all other employees, customers and clients
- adhere to Council's equal opportunity and bullying and harassment policies and procedures
- not get involved in, support, assist or encourage any form of discrimination, harassment, sexual harassment, bullying, vilification or victimisation

In addition, employees with supervisory responsibilities must also:

- take appropriate actions to prevent discrimination, harassment, sexual harassment, bullying, vilification or victimisation from occurring in their work area; and
- take appropriate steps to remedy the situation if discrimination, harassment, sexual harassment, bullying, vilification or victimisation has occurred

16.3 Occupational Health & Safety

An employee, while at work, shall:

- take the care of which the employee is capable for the employee's own health and safety and for the health and safety of any other person who may be affected by the employee's acts or omissions at the workplace
- adhere to and assist in the continuous improvement of Council's occupational health and safety systems

16.4 Risk Management

An employee, while at work, shall:

- ensure any issues identified as a risk to the public, contractor or members of staff are reported in accordance with Council's incident reporting procedure
- adhere to and assist in the continuous improvement of Council's risk management system

16.5 Staff and Contractors Code of Conduct

The Staff and Contractors Code of Conduct applies to all employees and contractors of the Loddon Shire Council. All staff must:

- adhere to the Staff and Contractors Code of Conduct at all times
- familiarise themselves with the Code to ensure compliance with its principles

16.6 Privacy

16.7 Privacy

The Loddon Shire is committed to complying with the Privacy and Data Protection Act 2014 and the Health Records Act. All employees are required to:

- adhere to the Privacy and Data Protection Act 2014 and the Health Records Act
- at all times ensure that the personal information collected and held by the Council is protected from misuse, loss, unauthorised access, modification or disclosure
- ensure that personal information is appropriately stored and managed
- collect information only directly relating to the services being provided to clients
- not disclose personal information to any person or organisation without written consent or unless prescribed by a lawful instruction.

16.8 Records management

Loddon Shire Council employees, as public officers under the Public Records Act 1973, have responsibilities for ensuring that records created and received are captured, managed, stored, and destroyed in accordance with Public Records Office of Victoria standards and policies and procedures adopted by the Council.



COMMUNITY CARE WORKER

Managers have an additional responsibility to ensure that departmental Council staff understand and comply with the requirements of the Public Records Act 1973 and Council records management policies and procedures.

16.9 Confidentiality

All employees of the Loddon Shire Council have a duty:

- to serve the Council with loyalty and in good faith
- not to disclose or use any information obtained in the course of employment for any purpose other than carrying out duties of employment
- not to source Council information, or information relating to Council’s ratepayers and clients, for any purpose other than carrying out duties of employment.

16.10 Compliance

The Loddon Shire is committed to implementing a compliance framework to encourage organisational-wide compliance with legislation, policy and procedures.

This position is required to manage responsibilities under legislation, policy and procedures.

Where relevant the incumbent must use Council’s approved Advent Manager Compliance Software by:

- ensuring obligations and actions in Management Action Plans are attended to within the timeframes allocated
- signing-off obligations and actions in the system once they reach practical completion.

16.11 Child Safe Standards

The Loddon Shire is committed to the safety of children and young people and operates within the child wellbeing and safety amendment (Child Safety Standards) Act 2015.

Staff are expected to be aware of all policies and procedures regarding the safety of children and young people at all times.

17 AGREEMENT

Incumbent’s name: (Please Print).....

Incumbent’s signature:Date:

Manager’s/ Supervisors signature:

Manager’s/ Supervisors title:Date: