

POSITION DESCRIPTION

POSITION DETAILS

Position Title:	Community Care Worker
Division:	Community Services
Reports To:	Services Coordinator
Responsible To:	General Manager
Location:	Sydney Metro
Date:	May 2026

MAIN PURPOSE OF POSITION

The Community Care Worker is responsible for the provision of a range of services to older people in their own home, enabling them to remain in the community and maintain their independence.

KEY ROLES AND RESPONSIBILITIES

The position is fully accountable for the quality and integrity of the service provided and work performed.

The key roles and responsibilities of the role include:

1. To present oneself for duty in an appropriate manner, dress and at all times remain courteous to the consumer and their informal networks.
2. To ensure the care provided respects the personal dignity and values of the consumer at all times.
3. To ensure consumers are empowered to make as many decisions as possible on their own.
4. Improving/maintaining the highest quality care to consumers whilst encouraging the consumer's independence.
5. To ensure personal hygiene is of the highest quality to prevent cross infection.
6. To work safely at all times and to influence others to do likewise.
7. Immediately report all consumer and personal accidents/incidents to the Coordinator and complete relevant documentation.

8. Report to the Coordinator any hazardous work area.
9. Report all changes in consumer's self-care, environment and/or behaviour.
10. Maintain consumer confidentiality.
11. Clarify all delegated/or scheduled work.
12. Maintain appropriate written records as requested.
13. Maintain regular contact with the Coordinator to give and receive relevant information.
14. Consistently apply Co.As.It. policies and procedures in daily work activities and demonstrate an understanding and commitment to EEO, WHS, privacy and confidentiality and to the principles for a culturally diverse society.

Tasks may vary according to clients needs, but a CCW will be required to assist care recipients with the following:

- Showering and bathing;
- Dressing and undressing;
- Hygiene and grooming including oral hygiene;
- Toileting;
- Bed making;
- Laundry;
- Housekeeping;
- Shopping;
- Meal preparation;
- Transport;
- Assist with mobility and prescribed exercises;
- Medication supervision only;
- Emotional and social support;
- Socialisation.

KEY INTERNAL AND EXTERNAL RELATIONSHIPS

The CCW needs to build extensive networks and strong consultative relationships within the organisation. These relationships include:

- Head of Community Services;
- Team Leader – Services Coordination;
- Services Coordinators
- Staff across the Community Services team;
- General Manager;
- HR Staff.

KEY PERFORMANCE CRITERIA

Broad indicators:

- To arrive at work on time and to advise manager/supervisor of lateness or absences as soon as practicable;
- To follow all procedures in relation to health and safety and to view the health and safety of others in the work place as paramount;
- To represent Co.As.It. positively;
- Manager/supervisor kept informed of key issues, including reporting any personal accidents or incidents.

Position Specific indicators:

- Attend staff meetings;
- Attend compulsory training sessions and complete all core skill training as set;
- Submit correctly completed travel and time sheets on the designated Friday (fortnightly);
- Use Mobile Technology to validate and confirm all services provided to consumers as they occur;
- Assist the Coordinator in monitoring the physical, emotional, spiritual and social needs of consumers;
- Participate in the development of services that adequately meet the needs of consumers, in accordance with the individual care plan.

Strategic Plan:

Further specific key performance indicators will be derived from the strategic plan. These will be set at the commencement of each review period in consultation with the supervisor.

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

- Demonstrated understanding of issues affecting CALD communities in NSW and the impact this has on older people;
- Capacity to work independently with minimal supervision and collaboratively in a team environment;
- Demonstrated ability to communicate with a wide range of people;
- Capacity to work flexible working hours as negotiated;
- Understanding of, and commitment to, Work Health and Safety, Equal Employment Opportunity, ethical practices and the Ethnic Affairs Priority Statement.

VERIFICATION

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

POSITION HOLDER

Signature..... Date.....

SUPERVISOR

Signature..... Date.....