

Position Description

Community Support Worker

Position No:	Several		
Employment Details:	Classification: Band 3	FTE: Permanent	Tenure: Part-time
Hours:	Guaranteed minimum hours per fortnight (based up availability) will be negotiated		
Location:	Various Locations in Darebin		
Department:	Supported & Connected Living		
Division:	Community Life		
Reports to:	Community Support Team Leader		
Direct reports:	N/A		
Internal Relationships:	Supported & Connected Living staff including the Service Planning Team, Service Response Team, Practice Support Team and other Council staff.		
External Relationships:	Clients and their families and staff from agencies supporting clients.		
Specific Requirements:	As this position works with vulnerable people, to keep the workplace safe for all, the successful candidate is required to demonstrate that their Covid-19 vaccination status is up to date.		

POSITION OBJECTIVES:

Darebin City Council's Community Support Workers work with clients in the municipality who require short- term or ongoing assistance to maintain independence to remain at home and connected with the Darebin community. The position delivers home support services to Commonwealth Home Support Program (CHSP) and Darebin's Home and Community Care Program for Younger People (HACC PYP) clients.

The position requires a person who is team-oriented yet can work independently within resident's homes. The incumbent will possess sound interpersonal skills, be respectful, non-judgmental and show initiative and adaptability within the guidelines of their work.

The core function of the role is domestic assistance, which may include (but not be limited to) vacuuming, cleaning, washing and mopping. Community Support Workers (CSW) will also be required to provide basic monitoring of client wellbeing, and personal care such as support with hygiene, mobility, dressing, toileting and meals preparation. CSW's may also provide shopping assistance (escorted and unescorted) in their own vehicle and respite for older adults.

The Community Support Team is committed to using a reablement approach to work with clients. This includes working with clients to identify their strengths, build capacity to achieve their goals and enhance their independence and well-being.

KEY RESPONSIBILITIES:

Client Service Delivery

- To work with clients across the Darebin municipality as operationally required without restriction to geographical areas
- Flexibility to respond to a daily changing roster
- Capacity to work with clients using a reablement approach to identify strengths, build capacity and skills, and achieve goals through the provision of Commonwealth Home Support Program (CHSP) and HACC Program for Younger People (PYP) services.
- Support clients and their carers with the basic maintenance of their homes, including (but not limited to) vacuuming, mopping, cleaning of bathrooms and toilets, changing bed linen, clothes washing, shopping and bill paying. A limited amount of dusting and ironing may also be undertaken in line with the client's service plan.



Position Description

Community Support Worker

- Provide assistance with personal and care support in the home or community of our clients. This will include but is not limited to showering, dressing, grooming, toileting, light meal preparation and assistance with eating. Personal care tasks undertaken by Darebin Council's Home Support Unit do not require the specialist skills of a qualified nurse.
- Provide clients with a clear understanding of their service plan if required.
- Support aged clients and clients with a disability through the provision of respite in the home and community.
- Monitor the well-being of clients and to report any significant changes in health, behaviour, social conditions (E.g. Increased isolation), or home environment and report via the required documented process to the office.
- Participate in case consultations as required with Community Support Team Leaders, and/or the Service Response Team.
- Follow appropriate procedures in the event of an emergency.
- Maintain client confidentiality and adhere to privacy guidelines.
- Undertake tasks in accordance with clients' service plans and the City of Darebin service standards. Flexibility may be provided regarding assistance with tasks, however all support must be within the scope of Darebin's CHSP and HACC PYP services.
- Assist with program delivery for Social Support Groups as required.
- Act as a Transport Assistant Worker (TAW) in conjunction with Community Transport Services and Social Support Group services as required. The TAW supports clients to get to and from Yanada House in a safe manner whilst on the community bus.
- Other duties as directed within the skills and capabilities of a position at this level

Occupational Health and Safety

- Employ safe working practices, including adopting infection control measures and manual handling procedures.
- Conduct safe environment checks in client homes upon first visit.
- Identify and report workplace hazards via a Work place Safety Checklist promptly.
- Wear supplied uniform whilst on duty.
- Maintain a 0.00% blood alcohol content at all times during work hours.
- Ensure car is in a safe condition for travelling during work hours and suitable transporting clients

General

- Project a positive public image in uniform at all times and when working with clients.
- Use the provided mobile device (tablet) to access roster, record shift start and finish times, review client service plans and alerts, and obtain the client's signature at the completion of each service.
Complete and submit accurate weekly adjustment sheets and travel reimbursement forms as required within the agreed timeframe
- Maintain reliable attendance and punctuality as per roster with notification to relevant team as soon as practicable.
- Attend all supervision and development activities (such as meetings) and provide constructive feedback during this time.
- Participate in regular performance reviews as required.
- Participate in training and developmental activities to improve skills and knowledge relevant to service delivery. Including mandatory refresher training in First Aid/CPR and Manual Handling.



Position Description

Community Support Worker

- Undertake other duties as directed, within the skills and abilities of a position at this level

Continuous Improvement

- Suggest improvements to systems and procedures and contribute to/participate in improvement initiatives
- Participate in satisfaction surveys and other related feedback programs
- Use clear communication skills

ACCOUNTABILITY & AUTHORITY:

- Undertake tasks according to the directions of the Community Support Team Leader and Service Facilitation. Work performed falls within Darebin Council, CHSP and HACC guidelines, but there is scope to exercise discretion in the application of established practices and procedures.
- Achieve relevant council, departmental and individual staff work plans.
- Live out Council's values and act in accordance with the Staff Code of Conduct.
- Meet all Occupational Health and Safety obligations and comply with all OHS policies, procedures and training requirements.
- Uphold Council's child-safe responsibilities by complying with all safeguarding policies, codes of conduct and practices to protect children and young people from harm.
- Apply the Customer Standards in all interactions with internal and external customers and participate in initiatives that enhance the overall customer experience.
- Contribute to a culturally safe and inclusive workplace for Aboriginal and Torres Strait Islander colleagues by respecting First Nations peoples and cultures, engaging in respectful partnerships, taking responsibility for ongoing learning and awareness, and where appropriate (especially for people leaders) by championing cultural safety, inclusive leadership practice, and addressing unsafe behaviours.



JUDGEMENT & DECISION-MAKING:

- This position works remotely from direct supervision but is required to closely follow the specific guidelines provided in relation to the range and nature of duties to be undertaken.
- The Community Support Worker is required to use their discretion in resolving minor issues that relate to immediate responsibilities and to seek direction from office staff for issues not related to day to day tasks.
- Demonstrate initiative in undertaking required tasks within the home and within available time constraints.
- Follow appropriate procedures in the event of an emergency.

SPECIALIST SKILLS & KNOWLEDGE:

- Ability to provide practical household assistance and personal care to frail aged people and people with disabilities.
- Ability to complete work tasks with minimal supervision, be flexible in meeting the operational requirements of the Community Support Team and to contribute to team activities as required.
- Demonstrated understanding of and commitment to Equal Employment Opportunity and Occupational Health and Safety procedures as they relate to duties undertaken by the Community Support Worker.
- Demonstrated ability to meet agreed performance objectives and standards, in consultation with Community Support Team Leader.

Position Description

Community Support Worker

MANAGEMENT SKILLS:

- Build and maintain effective working relationships with other Council departments, professional bodies and external stakeholders.
- This will be achieved through:
 - Communicating clearly.
 - Working effectively with colleagues.
 - Bringing high levels of energy and commitment to the job.

INTERPERSONAL SKILLS:

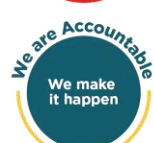
- Integrity
- Customer Focus
- Cultural Competence
- Good Communication Skills
- Empathy

QUALIFICATIONS & EXPERIENCE:

- Certificate III in Individual Support or equivalent
- Experience in working with frail aged people and/or people with disabilities
- A current First Aid Certificate (desirable)
- A current Victorian Driver's Licence and access to a safe and appropriately registered and insured vehicle
- A current Working with Children Check (employee)
- Ability to speak a relevant community language (advantage)
- Employment in the position is subject to satisfactory completion of a pre-employment functional capacity assessment and ongoing functional assessment reviews, as required.

KEY SELECTION CRITERIA:

- **Availability and flexibility** to work at various times and across various locations/homes within the Darebin Council region (weekdays).
- **Qualifications and experience working** with people who are frail, aged or living with disabilities to assist them to be independent and active in their daily life.
- **Demonstrated ability** to monitor the well-being of others and communicate changes with other team members, both in written and verbal English.
- **An understanding of** the importance of safety at work and experience working within OH&S guidelines. Ability to identify hazards and communicate to relevant colleagues.



All Darebin City Council employees are required to complete a **National Police Record Check** and hold a current **Working with Children Check**.

Council may require a medical or functional capacity assessment to confirm you can safely perform the role. Under Section 41 of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you must disclose any pre-existing injury or illness that could be affected by the job. Failure to do so may make you ineligible for compensation if the condition worsens during employment.

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Community Support Worker



Please refer to separate **Job Task Analysis** for the inherent physical requirements and psychosocial attributes of the role.

DECLARATION:

I have read and understood the position description and declare I am fit and able to perform the inherent requirements of the role.

NAME: _____ SIGNATURE: _____ DATE: _____

