

► POSITION DESCRIPTION

POSITION TITLE:	Community Care Support Worker
DEPARTMENT:	Community & Corporate Services
UNIT:	Community Care
TENURE:	Casual
CLASSIFICATION:	Band 1,2 & 3
LOCATION:	Various locations within the municipality
DATE APPROVED:	November 2017 - amended February 2019

Hepburn Shire Council Organisational Values

Accountability

- We will be responsible for our choices
- We will acknowledge and learn from our mistakes

Respect

- We will accept people's differences
- We will look for the best in people and value their contribution
- We will treat people with respect and dignity

Excellence

- We will perform to the best of our ability
- We will commit to learning and growing
- We will strive to achieve the organisation's long term vision

Trust

- We will encourage creativity and innovation
- We will value everyone's contribution
- We will lead by example
- We will act honestly

Fun

- We will acknowledge and celebrate our successes
- We believe in getting involved
- We will promote a healthy sense of humour

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POSITION OBJECTIVES

- To provide support to frail aged people, people with a disability and their carers, through the provision of routine home care, respite and personal care services as detailed in the 'Client Support Plan'.
- This support will be provided in a manner which enhances each client's independence, fosters their involvement in the community and supports the client to remain living in the community.
- To develop and maintain a safe and professional relationship with clients, while understanding and being respectful of the diversity of the clients that we support.

KEY RESPONSIBILITY AND DUTIES

1. HOME CARE – Band 1, Level D

IN HOME:

To assist the client or to undertake:

- Vacuuming, sweeping and mopping floors
- Cleaning Bathrooms / Ensuites / Toilets including hand basins, mirrors, baths, showers, toilets
- Cleaning Kitchens including washing dishes, stoves, ovens, microwaves, cupboards, benches and refrigerators
- Dusting and Cobweb cleaning as directed
- Making beds, changing bed linen
- Laundry Tasks including washing clothes & bed linen, hanging up wet washing, ironing if directed
- Collection of mail, putting out and bringing in garbage bins
- Watering pot plants
- Sweeping outside paths, verandas, cobwebs
- Reading letters to clients, completion of basic forms, assisting the client to use the telephone
- Other tasks as directed by the Coordinator Service Delivery

OUT OF HOME:

To undertake:

- Purchase of food and grocery items
- Paying of accounts, when approved
- Collection of chemist prescriptions
- Posting letters
- Other tasks as directed by the Coordinator Service Delivery

2. RESPIRE CARE – Core = Band 2, Level C / High = Band 3, Level D

Definition:

- At assessment the Assessment staff will classify the client receiving Respite Care as either Core or High. An individual classified as High is not able to direct their own care or requires assistance with Personal Care.

To assist / undertake:

- To provide supervision to the client, to allow the carer to have a break from the caring role and to attend to personal tasks. This may be provided either in the home, in a community venue or in the general community.
- Supervise the client in undertaking personal care tasks - High Level only
- Monitor the client taking their medication (reminding), when authorised - High Level only
- Assist with the application of aids (hearing aids) – High Level only
- Assist with exercise/rehabilitation programs, after client specific training – High Level only
- Assist the client to develop independent living skills
- Transport clients, when approved.
- Undertake routine household tasks, in a relief capacity, at irregular intervals
- Other tasks as directed by the Coordinator Service Delivery

3. PERSONAL CARE – Band 3, Level D

IN HOME:

To assist or supervise the client with:

- Bathing, showering or sponging
- Dressing and undressing
- Shaving, hair care and grooming
- Toileting & use of continence aids
- Mobility (in bed and out of bed) such as to sit up, to turn, to stand and walk, to sit, to transfer to commode, wheelchair, chair or vehicle
- Eating and drinking, including cooking and preparation of food and special diets
- Prescribed exercise or therapy programs, after client specific training
- Fitting and use of appliances such as splints and callipers or hoists, hearing aids and communication devices
- Monitoring self medication (reminding people to take their medicine) as authorised
- Clean vomit, blood, urine and faeces
- Other tasks as directed by the Coordinator Service Delivery

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OUT OF HOME:

To escort the client to access the community to:

- Purchase food or other groceries
- Pay accounts, collect Chemist prescriptions, post letters
- Other tasks as directed by the Coordinator Service Delivery

4. SUPPORT DUTIES

- To encourage and promote clients independence
- To maintain privacy and confidentiality
- To report any issues relating to the clients situation to the Coordinator Service Delivery
- To attend and participate in team meetings, training and staff development as requested

5. OCCUPATIONAL HEALTH & SAFETY

- Follow safe work practices, procedures, instructions and rules at all times
- Perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public
- Regularly inspect own immediate work environment, this includes each client's home, and report all hazards or incidents that can cause harm or that represent a threat to public safety
- Ensure compliance with the provisions of the Occupational Health and Safety Act and Regulations at all times
- Apply safe lifting and transfer procedures
- Report any hygiene risks

6. RISK MANAGEMENT

- Ensure Council's Risk Management policy, program and the application of sound risk management practices within the workplace and community are observed and complied with at all times.
- Minimize damage or loss of property in your control and report any damage, loss or exposures observed.
- Develop an understanding of all relevant Council policies and procedures that relate to the minimisation of risk
- Perform duties in a safe and professional manner without causing personal injury or financial loss to themselves, other employees, contractors or the public.
- Report any injury, illness, hazard, near miss incident and asset or financial loss to the Coordinator Service Delivery as soon as they are detected.

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7. EMERGENCY MANAGEMENT

- Assist with response / recovery arrangements in accordance with Council’s Municipal Recovery Plan

8. OTHER DUTIES

Responsibilities and duties included in this Position Description are subject to the Multi-skilling provisions of the relevant Award and/or the Hepburn Shire Council Enterprise Agreement.

- All Community Care Support Workers work within the confines of a Position Description and are expected to participate in a work review process annually. This review will ensure the duties undertaken remain appropriate to the requirements of Council and the worker.

ORGANISATIONAL RELATIONSHIP

Reports to	Coordinator Service Delivery
Supervises	Nil
Internal liaisons:	Client Services Officer Assessment Staff Customer Services Officer Community Care Administration Officer Other Community Care Support Workers Other Council staff
External liaisons	Service Recipients/Carers Local Businesses Case Managers District Nurses General Public

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Responsible for performing all tasks documented in the Client Support Plan or as approved by the Coordinator Service Delivery
- Responsible for completion of timesheets through the use of the HACCPAC mobile application and the timely submission of leave forms
- Responsible for adhering to Occupational Health & Safety requirements, including the use of prescribed cleaning products
- Responsible for adhering to rostered times for service
- Authorised in an emergency, to render such assistance as is necessary and then contact the Coordinator Service Delivery.

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- Authorised to transport recipients to undertake shopping, appointments and other tasks as directed.
- Community Care Support Workers have responsibilities and obligations to ensure the service they provide is in keeping with Council policy and requirements.
- Responsible for providing feedback to the Coordinator Service Delivery about a client's wellbeing and safety "Duty of Care".

JUDGEMENT AND DECISION MAKING

- Ability to decide and apply the most appropriate and effective methods to complete allocated tasks
- Ability to exercise discretion when applying service guidelines and procedures
- Understanding of and ability to exercise "duty of care" requirements

SPECIALIST KNOWLEDGE AND SKILLS

- Knowledge of food preparation and storage
- Knowledge of cleaning, including:
 - Procedures
 - Requirements
 - Products
 - Equipment safety
- Knowledge of correct procedures to safely clean and dispose of blood, urine, faeces and syringes
- Knowledge of emergency procedures
- Knowledge of lifting, transferring and toileting procedures
- Ability to operate/adapt to individual household equipment
- Ability to carry out business transactions on behalf of the service recipient, as directed by the Coordinator Service Delivery
- Ability to assist/transfer recipient in and out of car
- Knowledge of bathing, dressing and undressing, hygiene and prosthetics fitting techniques
- Ability to carry out the administration requirements associated with the position
- Knowledge of scope and limits of responsibilities
- Sound understanding and the ability to adhere to a strict code of confidentiality. Ensure that all client information is stored in a secure location.

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MANAGEMENT SKILLS

- Ability to complete the assessed tasks in the allocated time
- Ability to prioritise tasks
- Ability to execute work practices according to the Occupational Health & Safety requirements

Adherence to all Hepburn Shire Council's policies and procedures including but not limited to:

- Code of Conduct
- Acceptance of Gifts and Hospitality
- Information and Privacy
- Equal Opportunity
- Counselling and Discipline
- Protected disclosures

INTERPERSONAL SKILLS

- Ability to communicate with service recipients in a co-operative, positive and empathetic manner
- Sensitivity to the needs of the frail aged and people with disabilities and their carers
- Ability to cope in a crisis situation
- Ability to openly discuss and resolve problems relating to service provision, with the Coordinator Service Delivery
- Ability to provide service without infringing on personal privacy and to respect the person's rights
- To attend and participate in team meetings, training and staff development as requested.

QUALIFICATIONS AND EXPERIENCE

- Minimum qualification – Certificate III in Individual Support (CHC 33015) or Certificate III in Aged Care (CHC30212) and Certificate III in Home and Community Care (CHC 30312) or equivalent
- Current Victorian Drivers Licence
- Current 'Provide First Aid' Certificate and CPR updated within the last 12 months
- Current Working with Children Check

VARIATION TO CONDITIONS OF EMPLOYMENT

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The Terms and Conditions in this Position Description are to be read in conjunction with the General Terms and Conditions of Employment.

Initial employment is subject to a satisfactory Police Check and ongoing employment is subject to a satisfactory Police Check every three (3) years.

Initial employment is subject to having a current Drivers Licence and ongoing employment is subject to this being maintained. Having access to a reliable vehicle that is registered and insured is also a condition of initial and ongoing employment.

KEY SELECTION CRITERIA

Selection will be based on the following Selection Criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the Position Description.

- Minimum qualifications – Certificate III in Individual Support (CHC 33015) or Certificate III in Aged Care (CHC 30212) & Certificate III in Home and Community Care (CHC 30312) or equivalent
- Current Victorian Drivers Licence and a reliable vehicle that is in a road worthy condition, registered and insured.
- Current 'Provide First Aid' Certificate and CPR updated within the last 12 months
- Current Working with Children Check
- Be willing to undergo a National Police Check and if required an International Police Check.
- Relevant experience working with frail aged people or people with disabilities, with experience in home care, personal care and respite care duties.
- Knowledge of the aging process and the impact on independent living
- Demonstrated understanding of issues facing the clients we support and their carers
- Physical ability to perform the stated duties
- Demonstrated interpersonal skills with the ability to communicate and relate well to people we support and their carers
- A practical understanding of Occupational Health and Safety requirements
- Ability to demonstrate and display the Hepburn Shire Council Values - Accountability, Respect, Excellence, Trust and Fun.

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The following signatures are required to indicate understanding, agreement and approval of the position description. This position description is current at the date of issue and is subject to review at least annually, in consultation with the employee.

AUTHORISATIONS

CEO _____ Signed _____ Date ___/___/___	Director: _____ Signed _____ Date ___/___/___
Manager People & Culture: _____ Signed _____ Date ___/___/___	Employee Name _____ Signed _____ Date ___/___/___

CONDITIONS OF EMPLOYMENT:

Employment conditions for all employees are in accordance with the relevant award, employment contract or industrial agreement. Currently the awards pertaining to Hepburn Shire Council employees are:

- Hepburn Shire Council Enterprise Agreement (#8) 2017 (Agreement ID AG2017/1883)
- National Training Wage Award 2000

Arrangements specific to your employment and work place will be explained to you during the recruitment process. For further details, copies of Awards and Agreements can be downloaded from Fair Work Australia www.fwa.gov.au.

You will be responsible for the duties as outlined in this position description and any such duties, which could be reasonably asked of a person in this position, as designated to you by your supervisor.

APPLICATION PROCESS

The selection process has been designed to ensure that all eligible applicants have an equal opportunity to demonstrate their skills and suitability for the position. The selection process may include skills tests or work samples where appropriate, reference checking, psychological profiling, a medical examination and police check (where appropriate).

Appointment to positions within Hepburn Shire Council is on the basis of merit.

KEY SELECTION CRITERIA

The Position Description should be read very carefully as this describes the core duties and requirements of the position and outlines the criteria used as a basis for selecting the most appropriate person for the job.

Unless specified it is mandatory to address the key selection criteria.

We recommend that rather than stating you can meet each criterion; give specific examples illustrating particular skills which will enable us to determine how you meet the criteria of the position.

MORE INFORMATION

The Contact Officer's name is stated on the Job Advertisement. If you have any queries please contact this person, so your questions can be addressed promptly. Speaking to the contact person may assist you in your decision on whether to apply for the position.

CANVASSING OF COUNCILLORS AND COUNCIL OFFICERS:

Canvassing of Councillors and Council Officers, either indirectly or directly that may influence the outcomes of this application may be deemed a disqualification.

WHERE TO SEND APPLICATIONS:

Applications can be sent to employmentapplications@hepburn.vic.gov.au or uploaded through SEEK where a role has been advertised.

Applications will be kept strictly confidential and should be addressed to -

Hepburn Shire Council –
Attention CEO Mr Evan King
(Position applying for)
P.O. Box 21
Daylesford VIC 3460