



POSITION DESCRIPTION

Position Title	Community Care Worker (B3)
Position Code	1069
Business Unit	Community Services
Work Group	Home and Community Care
Position Classification	Band 3
Effective Date	November 2017

Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. In this context we have a vision to build the best sports, aquatics and events precinct in regional Victoria – bringing significant social, recreational, health and economic benefits to our community. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues. □
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

1. Position Objectives

1.1 Provide community care in accordance with the Aged & Disability Service Charter to people who are frail, aged or have a disability, the carers of these people and families in crisis.

1.2 Using an active service approach, promote quality services through the provision of community care to assist people to live in the community and to maintain and enhance their independence and quality of life, including maintaining professional boundaries.

2. Working Relationships

Reports to	
Supervisors	

3. Key Responsibilities

3.1 Community Care Program

3.1.1 Provide a range of personal care tasks based on the individual's assessed needs, which assist individuals to remain living independently in their own home.

3.1.2 Undertake respite care based on the individual's assessed needs, which provides support and assistance to the regular carer.

3.1.3 Undertake a range of domestic support tasks based on assessed needs of the individual as determined by the agreed Service Plan, which enables service users to remain living independently in their own home.

3.1.4 Encourage individuals to maintain and increase skill levels based on their care plans using an active service approach.

3.1.5 Provide appropriate support and assistance while monitoring the wellbeing and ongoing morale of the service user and, where appropriate, their carer.

3.1.6 Follow organisational procedures to take appropriate action in any emergency situation.

3.1.7 Monitor and accurately report all matters affecting service users' wellbeing to coordination staff, using appropriate documentation.

3.2 Administration

3.2.1 Attend Staff meetings and training as requested by the Home Support Team Leader or delegate.

3.2.2 Ensure all equipment and electrical appliances to be used in service users' homes are safe and report any concern about safety issues to the Aged & Disability unit as soon as is practicable.

3.2.3 Maintain accurate time sheets including prompt pickup, preview, and return.

3.2.4 Receive and act on directions given by the Home Support Team Leader or delegate.

3.2.5 To be available in accordance with the work roster or as agreed in meeting the demands of service provision.

3.2.6 Identify continuous quality improvement opportunities; participates in the development of quality procedures and contributes to internal and external program reviews as required.

4. Core Physical Requirements

4.1 Driving for up to 30 minutes at a time between client locations

4.2 Standing or walking for up to 80% of working hours

4.3 Performing repetitive tasks which may involve varying amounts of bending or twisting

4.4 Bending at the knee and squatting or kneeling for varying periods e.g. cleaning toilets, baths, showers, etc.

4.5 Extending both right and left arms forward and reaching above the shoulder for varying periods e.g. hanging washing, dusting, etc.

4.6 Lifting or carrying items unspecified in weight from floor level to waist level e.g. vacuum cleaner, mop bucket, etc.

4.7 Pushing or pulling objects/equipment unspecified in weight e.g. vacuum cleaner, furniture, etc.

4.8 Pushing or pulling wheeled objects/equipment unspecified in weight e.g. shopping trolley, wheelchair, etc.

4.9 Capacity to walk up and down stairs or on uneven surfaces regularly

4.10 Capacity to drive a motor vehicle.

5. Accountability and Extent of Authority

5.1 Accountable for ensuring the appropriate monitoring of service users, particularly those who are isolated or at risk.

5.2 Whilst not under direct supervision, the Community Care Worker acts independently in performing the tasks designated by the Home Support Team Leader.

5.3 Accountable for respecting and maintaining service users' and colleagues' rights to privacy, dignity and confidentiality.

5.4 Accountable for ensuring the safety and welfare of service users while in the worker's care.

5.5 Accountable for the efficient and effective use of resources within own area of responsibility.

5.6 Accountable for performing specified duties in an effective, caring, professional and responsive manner while maintaining professional boundaries.

5.7 Accountable for accurate record keeping.

5.8 The worker will operate in accordance with the Aged & Disability Service Charter, Aged & Disability care policies and guidelines and provide service which is mutually acceptable to the service user, worker and the Aged & Disability unit.

5.9 Accountable for adhering to designated hours.

6. Judgement and Decision Making

6.1 The worker is expected to know how to act in an emergency situation and to understand which decisions they can make and which should be referred to supervisory staff.

6.2 The worker is expected to make routine decisions in the course of their work, but to refer decisions that have more long-term implications for the service user's wellbeing to the Home Support Team Leader.

6.3 While the worker works in conjunction with other support services, formal contact with other service providers can only be through the Home Support Team Leader, except in the case of an emergency.

7. Knowledge and Skills

7.1 Specialist Skills and Knowledge

7.1.1 Experience in working with older people and people with a disability is highly desirable.

7.1.2 A sound understanding of privacy, confidentiality and dignity issues.

7.1.3 An awareness of health and safety issues in the workplace.

7.1.4 Physical ability to undertake manual tasks.

7.1.5 Ability to maintain accurate records.

7.2 Management Skills

7.2.1 Ability to reach objectives within time frames.

7.2.2 Ability to use initiative in undertaking duties to ensure efficient and effective utilisation of resources and time.

7.2.3 Ability to supervise team members, other staff or casuals assisting the team and vocational placement / work experience students and provide on the job training and guidance.

7.3 Interpersonal Skills

7.3.1 Ability to work with minimum supervision and prioritise workloads within times and tasks allocated by coordination staff.

7.3.2 Good verbal and written communication skills.

7.3.3 Ability to relate well to older people and people with a disability.

8. Qualifications and Experience

8.1 A current First Aid or CPR Certificate.

8.2 Experience in provision of personal care.

8.3 Certificate III in Individual Support.

9. Key Selection Criteria

- 9.1 Experience in the provision of personal care.
- 9.2 Understanding of the issues facing older people or people with a disability.
- 9.3 Certificate III in Individual Support.
- 9.4 Good availability for work at times needed by the service, including evenings and weekends.
- 9.5 Commitment to maintaining confidentiality and professional boundaries.
- 9.6 Demonstrated organisation skills.
- 9.7 Current Driver licence and own vehicle.
- 9.8 Current CPR or First Aid Certificate.
- 9.9 Current and satisfactory Police Record check.

Authorised by: Director –

Date:

Employee's Signature:

Date:
