

POSITION DESCRIPTION

Bundaberg Regional Council has a vision 'To Build Australia's best Regional Community'. This position description outlines the values that underpin this vision and an overview of the general duties and responsibilities required in this role.

Overview

Position Title:	Community Care Worker	Industrial Instrument:	Bundaberg Regional Council Certified Agreement plus Queensland Local Government Industry Stream A Award
Position Number:	2915	Classification Level:	1
Employment Location:	Childers	Position Status:	Part-time Permanent
Department:	Community and Environment	Document Last Reviewed:	12/01/2023
Branch:	Community Services	Job Dictionary:	MD-7-897
Accountable To:	Community Care Coordinator		
Aim of Position:	The focus of this position is to provide assistance to clients of the Commonwealth Home Support Programs operated by Bundaberg Regional Council across the region. Community Care workers will support eligible people who are over 65 years of age, who live at home and whose capacity for independent living is at risk or who are at risk of premature entry into care.		

Council Values

Bundaberg Regional Council's culture is driven by the following values:



Key Responsibilities

1. Work within the Community Care and Commonwealth Home Support Program Guidelines and service provisions. These could include: Social Support Group (Day program), In-Home Respite, Transport, Domestic, Home maintenance, Personal care, Social support, Brokerage Agreements
2. Support volunteer/student guidance, supervision and training.
3. Assist in planning implementing and evaluating a varied program of activities suitable for older people
4. Support clients presenting challenging behaviour.
5. Ability to relate well to clients and carers, and show a genuine interest in the welfare of the client
6. Knowledge and understanding of Commonwealth Home Support Program
7. Knowledge of areas relating to the Community Service Area.

8. It is expected that the incumbent undertake other reasonable duties and tasks requested by Management within the incumbents capabilities, including additional duties as required during periods of absence of other staff.

Position Requirements - Qualifications and Experience:

Mandatory:

1. Provision of a satisfactory Criminal History Check – Police Certificate (Australia wide – name only)
2. Possession of current “C” class driver’s license is essential.
3. Successfully completed or be studying towards a minimum of Certificate III in Aged Care / Community Services / Disability work or an equivalent or willingness to work toward.
4. Lifestyle and Leisure Certificate IV would be an advantage.
5. Current first aid and resuscitation certificates. If not currently held, these must be obtained within three (3) months of commencing employment.
6. Knowledge and experience with the delivery of high quality programs with an enablement approach for Community Care service delivery with experience in planning, implementing and evaluating a varied program of activities suitable to meet the objectives of the Commonwealth Home Support Program.
7. Knowledge of social, emotional, intellectual and physical needs of older people with a diverse range of needs whilst maintaining an enablement focus
8. Good interpersonal and communications skills with the ability to effectively time manage and demonstrated ability to work as a team member.
9. Good computer skills – including Microsoft Word, data entry and typing skills.

Organisational Capabilities – Individual Employees (Leading Self):

The capabilities for all roles are obtained from the Capability Framework which describes key behaviours required at all levels and roles across Council. There are four mandatory capabilities that are required in all roles – building relationships, customer focus, safety and professionalism and job requirements.

Capability	Descriptors
Building Relationships (mandatory)	Engage people to build positive relationships: <ol style="list-style-type: none"> 1. Puts themselves in other people’s shoes to accept and value different thinking 2. Uses sound communication skills of active listening, paraphrasing to check for understanding, and appropriate language depending on the audience 3. Quickly assesses the emotions of colleagues around them and then adapts words, tone and gestures accordingly
Customer Focus (mandatory)	Focuses on customers: <ol style="list-style-type: none"> 1. Actively works to understand customers and stakeholders 2. Engages customers in a friendly and appropriate manner 3. Shows respect for customers and stakeholders
Safety and Professionalism (mandatory)	Models safe, professional and ethical behaviour: <ol style="list-style-type: none"> 1. Identifies safety issues and problems, takes and monitors corrective action 2. Is consistent in word and actions 3. Is viewed as trustworthy, honourable and truthful, and respectful of the view of others 4. Able to understand, monitor and channel their own emotions in a positive way whilst staying true to self

Job Requirements (mandatory)	Applies knowledge and skill: <ol style="list-style-type: none"> 1. Able to demonstrate knowledge appropriate for their role 2. Demonstrates strong skills in their functional area 3. Committed to maintaining a high standard of practice in their role
Cross-Organisational Thinking	Understands how their work makes a difference to Council: <ol style="list-style-type: none"> 1. Can describe the vision and purpose for their direct area 2. Able to describe how their work contributes to organisational objectives 3. Considers wider organisational objectives when making decisions and performing their work
Leading People	Supporting others: <ol style="list-style-type: none"> 1. Provides considered and supportive feedback to other team members and colleagues
Developing People with a One Team Focus	Supports others' capability development: <ol style="list-style-type: none"> 1. Readily shares their knowledge and experience 2. Acts as a coach, mentor, role model and sounding board for others
Driving People's Performance	Focuses on performance: <ol style="list-style-type: none"> 1. Seeks to understand tasks, asks questions and knows what is expected of them 2. Approaches challenging work situations with positive energy 3. Sets priorities and organises self to meet work deadlines 4. Reports progress and any potential delays of issues which may impact on others
Managing Stakeholders	Manages internal and external relationships: <ol style="list-style-type: none"> 1. Written and verbal communication is clear and concise 2. Listens to others actively and attentively 3. Demonstrates a friendly and engaging interpersonal style 4. Builds networks with peers 5. Works collaboratively with others
Decision Making	Makes sound decisions: <ol style="list-style-type: none"> 1. Demonstrates ability to research, understand and analyze information relevant to work tasks 2. Shows judgement in decision making
Making Improvements	Open to making improvements: <ol style="list-style-type: none"> 1. Shows a willingness to try new ways of working 2. Generates and shares new ideas and suggestions for improvement
Progressing Change	Responds flexibly to changes: <ol style="list-style-type: none"> 1. Works to embrace and assist change 2. Helps to engage others in the change process 3. Shows resilience in times of uncertainty

Organisational Accountabilities:

The organisational accountabilities are the expected standards of performance all roles and levels in Council

Accountability	Action
1. Workplace Health and Safety	<ol style="list-style-type: none"> 1. Actively participate and promote a health and safety culture that believes all incidents are avoidable and strives to create an environment free from injury or illness, and operate in accordance with Council's Health and Safety Duty Statement and associated safety policies/procedures.

Incumbents Initials

2. Culture	<ol style="list-style-type: none"> 1. Drive a positive and proactive customer service culture and demonstrate an active commitment to the culture, vision and values of Council. 2. Comply with Council's Code of Conduct and all Council policies and procedures at all times.
3. Information Services and Technology	<ol style="list-style-type: none"> 1. Protect and manage Council's information assets in accordance with legislative, Policy and process requirements. 2. Use Council's technology appropriately and with respect.
4. Disaster Management	<ol style="list-style-type: none"> 1. Assist, support and participate in Council's response to a disaster event, including any exercises and/or any event where the Business Continuity Plan is activated.
5. Customer Service	<ol style="list-style-type: none"> 1. Demonstrate a comprehensive understanding of the customers of Council, creating a culture of customer service excellence.
6. Financial Accountability and Governance	<ol style="list-style-type: none"> 1. Models compliance with Council's procurement Policy. 2. Delegations may be applicable to this position and are detailed in the Delegations Corporate Register. 3. Legislative Sub-Delegations and authorisations may also be applicable.
7. Corporate record keeping	<ol style="list-style-type: none"> 1. Ensure that full and accurate records are made for all business transactions conducted on behalf of Council and that all records are appropriately retained in accordance with Council's recordkeeping requirements.

Immunisation Requirements

It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment:

Vaccination Name	Requirement
Twinrix (Hepatitis A and B)	For staff who are at risk of a needle-stick injury, have regular contact with human tissue, blood or body fluids and / or for staff who work with rural and remote Indigenous communities, child care, carers of people with disabilities, healthcare workers, plumbers or sewage workers
MMR, P/V (Measles/Mumps/Rubella, Pertussis/Varicella)	Required for all job roles involving childcare, community care, aged & respite care
Covid 19	Staff are to be fully vaccinated as per Qld Government Public Health Directives and provide appropriate evidence; or provide evidence of a medical contraindication

Acknowledgment

I hereby agree to abide by Council values, policies and the Local Government Act and that this position description clearly outlines the overall responsibilities, physical requirements (through the relevant Job Dictionary) and duties that are to be carried out as part of this role of which I agree to perform at the best of my abilities. I also understand that the position requirements represent the minimum requirements to perform the duties at the current level.

Signature of Employee	
Print Name	
Date	/ /