

# POSITION DESCRIPTION

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| Position Title | Aged & Disability Team Client Enablement Worker – Casual |
| Position Number | SP-CC-41 |
| Grade | 2 – 10 depending on role |
| Reports To | Service Coordinator |
| Division | Community & Culture |
| Hours | Casual |
| Award | Local Government (State) Award |
| Budget | Nil |
| Staff Responsibility | Nil |

## Position Purpose

The Client Enablement Worker - Casual is responsible for providing support to the Aged & Disability Team services. This is a varied role working with Senior’s, people with a disability and members of the community and can include working after hours and on weekends. Responsibilities can include providing safe and reliable transport, facilitating or supporting staff with programs and social outings ensuring all clients enjoy the program and that they participate to their level of capabilities or providing support in the kitchen preparing meals, packing meals or delivering meals.

### Selection Criteria

*Essential Criteria:*

1.1 Minimum C Class Licence

1.2 Ability to relate to the frail aged, people with a disability and their carers

1.3 Excellent communication and interpersonal skills

1.4 Ability to work as part of a team, be flexible and have good organisational skills

1.5 Experience working with volunteers

*Desirable Criteria*:

1.6 Knowledge of the Community Home Support Program and NDIS

1.7 Experience working in local government

1.8 Current First Aid Certificate (or willingness to obtain)

1.9 Certificate in Welfare, Aged or Disability Work, Leisure Studies or related fields or equivalent experience

2.0 Experience in running leisure activities for the frail aged and people with disabilities in a centre based setting

2.1 Experience operating a wheelchair accessible vehicle and transporting the frail aged, people with disability and their carers

2.2 Hospitality Commercial Cookery Certificate 3 or relevant experience in cooking for large numbers

2.3 Understanding of the nutritional needs of the vulnerable population

2.4 Knowledge of the Food Safety Regulations

### Key Relationships

The Client Enablement Worker - Casual will develop key relationships with Community & Culture Staff, other Council staff, volunteers, clients and their carers, community members and organisations, other service providers, suppliers, entertainers and health professionals.

### Principal Responsibilities

***3.1 Administration***

* Maintain relevant attendance records and statistics
* Answer telephone and other enquiries as required
* Attend relevant training, seminars and conferences
* Assist with office duties as required (typing, client calls etc.)
* Keep supervisor informed of issues and concerns

***3.2 Clients and Volunteers***

* Assist passengers as required and encourage clients to participate in all activities
* Attend to clients personal care as required
* Ensure volunteers are aware of their duties when assisting
* Maintain effective communication with volunteers
* When necessary cover duties in the absence of volunteers
* Oversee volunteers assisting with programs and services

**3.3 General Maintenance**

* Maintain the general cleanliness of Council vehicles, equipment and facilities
* Report issues or concerns with Council vehicles, equipment and facilities to your supervisor

***3.4 Transportation***

* Transport clients to and from access loop stops, activities and outings
* Fulfil one off and ongoing transport requests for social support e.g. shopping, appointments etc.
* Load and unload all passengers safely from the bus/van
* Ensure all passengers seat belts are fastened correctly
* Ensure all wheelchair restraints are correctly fastened
* Ensure all equipment is safely secured e.g. walking frames
* Complete the vehicle log daily as required by the RTA
* Take responsibility to maintain a clean and safe driving record and in the event the license is cancelled your employment may be terminated

***3.5 Client Programs***

* Provide feedback on the suitability/success of programs held
* Have input and provide suggestions for the program
* Collect money from clients on outing days as required, ensure it is correct and provide to the relevant staff member
* Assist with finalising client numbers for programs and making bookings
* Assist with collection of catering lunch and equipment when required
* Assist with sourcing and preparing morning tea supplies where required
* Support clients on outings to ensure the day operates smoothly
* Assist with preparing run lists as required
* Contact clients with pick-up times as directed
* Undertake venue risk assessments as directed
* Assist with running and planning in-centre activities where required
* Assist with program set-up and pack-up

***3.6 Meal Preparation, Packing and Delivering***

* Be responsible for or support the cook in the preparation of meals including morning tea, lunch and dessert
* Pack eskies for outings, home deliveries and other centre based meals program deliveries
* Assist with the serving of all meals
* Assist with clearing away of meals and washing up
* Ensure the benches, cupboards and floors are cleaned daily
* Maintain a high standard of hygiene and cleanliness
* Undertake stock rotation
* Maintain Food Safety record logs

### Risk Management

***Worker Risk Responsibilities***

Staff are required to act at all times in a manner which does not place at risk the health and safety of themselves or any other person in the workplace. Staff should provide input into various risk management activities. Staff are responsible and accountable for taking practical steps to minimise Council’s exposure to risks including contractual, legal and professional liability in so far as is reasonably practicable within their area of activity and responsibility.

### Work Health Safety

***Worker WHS Responsibilities***

* Comply with all Council safe work policies and procedures and any reasonable safety instructions given by your Manager or supervisor.
* Work with due care and consideration to safeguard your own health and safety and the health and safety of others and report any potential hazards, incidents or injuries to your manager/supervisor.
* Only undertake tasks that you have been appropriately trained in, and are qualified and competent to undertake in accordance with Work Cover requirements.
* Participate and assist in achieving set WHS targets and target completion times.
* Support Rehabilitation in the workplace.
* Attend all relevant safety training and information sessions provided.

### Energy & Water Commitment Statement

***Employees Responsibilities***

Staff are responsible for taking practical steps to reduce Council’s energy and water use within their activity and responsibility.

### Criminal Records Check

The successful applicant will be required to undergo a Criminal Record Check as part of the Home and Community Care Guidelines. Applicants will need to provide suitable identification and personal details.

### Record Keeping

To accept and undertake the requirements and obligations for effective recordkeeping as outlined in the document 'What have records got to do with me?' and to ensure the creation, careful handling and preservation of records which are entrusted to my care, as an employee of council.

### Signatories

I agree this position description accurately reflects the duties and responsibilities of my role:

Name:

Sign:

Date:

Managers Name:

Sign:

Date: