

# Position Description

## Support Worker Level 2

**Name of appointed officer:** Vacant

**Date of appointment:**

**Date of last review of position description:** February 2017

### Salary and conditions

All terms and conditions of employment are consistent with the Care and Support Staff Enterprise Agreement.

Support Worker:	Level 2 – Entry to Step 2
Status of position:	Permanent part time
Hours of work per fortnight:	As applicable to the position

### Organisational relationships

Directorate:	Environment, Planning and Community
Section:	Care and Support Services
Team:	Support Staff
Work base:	Clarence Valley
Position responsible to:	Senior Coordinator or Coordinator (as applicable to position)
Level of support and supervision:	High
Level of personal management	Medium
Level of teamwork required:	Medium
Supervision of staff:	Nil
Internal contacts:	Staff within the Care and Support Services Section
External contacts:	General public, Service Users and their family/representatives, community organisations and service providers

## Vision, mission and values

<b>Our vision:</b>	To make the Clarence Valley a community full of opportunity
<b>Our mission:</b>	To plan and deliver services valued by the community
<b>Our values:</b>	the acronym ' <b>STRIVE</b> ' describes the values and behaviours which are considered to be core requirements when we deal with each other and our community



## Our Values and Behaviours

Safe	
We will have a safety focused workplace culture to ensure the wellbeing of our staff and the community.	
Acceptable	Unacceptable
I am aware of hazards	I take shortcuts
I promote a safe culture	I ignore safety
I look out for others	I do not communicate
Teamwork	
We will work together as one council towards shared goals and for the greater good of the community.	
Acceptable	Unacceptable
I share the load	I undermine others
I communicate with others	I act in isolation
I value people's strengths	"What's in it for me?"
Respect	
We will be inclusive, treat people with courtesy and fairness, and ensure each individual is valued and heard.	
Acceptable	Unacceptable
I am inclusive	I am a bully
I value the skills and opinions of others	I am aggressive
I listen actively	I am a gossip
Integrity	
We will behave in a way that is honest, open, and transparent. We will take responsibility for our actions and strive for excellence.	
Acceptable	Unacceptable
I am honest	I lie and conceal
I work ethically and lead by example	I act corruptly
I am responsible for my actions	I undermine others
Value	
We will deliver services efficiently, effectively, and in an environmentally and financially sustainable manner.	
Acceptable	Unacceptable
I always look for improvements	I misuse Council resources
I work efficiently	I'm a bludger
I learn from my mistakes	I don't respect the environment
Engagement	
We will engage with our staff and community to inform our decision making, and create awareness of our activities.	
Acceptable	Unacceptable
I communicate in a clear and timely manner	I deliberately misinform (lie)
I am the face of Council	I don't value consultation
I value all our customers' needs	I ignore communication

### Physical requirements of the position

Prolonged standing

Frequent bending, squatting and kneeling

Lifting service users, e.g. to car or chair using appropriate manual handling equipment

Ability to use equipment that promotes client independence, i.e. mechanical lifting equipment, wheelchairs etc.

Frequent and/or prolonged driving

### Purpose of the position

Provide complex care and support to the frail aged, people with a disability and their carers to assist in maintaining their independence at home and to prevent premature admission to residential care.

To provide person centred care and support inclusive of but not limited to personal care; social support; activities of daily living, transport in a community setting and in accordance with the principles and objectives of the NSW Disabilities Service Act 1993 and Aged Care Act 1997.

To support the Senior Coordinator or Coordinator in the delivery of client services.

### Major duties and responsibilities

Liaise with the Senior Coordinator or Coordinator in relation to Care Plans for service users.

Provide administrative support to Senior Coordinators and Coordinators in relation to service user care delivery.

Provide a liaison point between Senior Coordinators and Support Workers.

Provide support to service users, their carers and representative in accordance with Care Plans and in a manner which promotes their independence and decision making while retaining their dignity and privacy.

Report changes to service user needs and participate in service delivery and Care Plan reviews as required.

Provide written service user reports as requested.

Support the service user and their carer in a manner that maintains confidentiality in accordance with Council Policies, Protocols and Procedures.

Undertake required training and development to ensure maintenance of skills that meet service user requirements and legislation.

Report all accidents, incidents and hazards, concerns or problems in accordance with Council Policies, Protocols and Procedures.

### Essential selection criteria

*The selection criteria must be addressed as part of your application. Applicants must meet the essential criteria in order to be considered for interview.*

#### Education and knowledge

Certificate III in either Home and Community Care; Aged Care; Disability Services; another relevant discipline; **or** equivalent relevant industry experience

#### Licences/tickets, clearances, membership

Current Child Protection (Working With Children) Check Number or APP Number

Criminal history that does not adversely affect ability to perform the inherent requirements of the position; preferred applicant(s) will be required to undergo a National Criminal History Check

First aid certificate (or willingness to obtain same within 4 weeks of commencement in the position)

Current Drivers Licence

Motor vehicle for use in association with the position (with current registration and comprehensive insurance coverage)

#### Position related skills

Demonstrated capacity to care for someone who requires complex physical, social and emotional care and support

Demonstrated capacity to undertake administrative functions

Well developed verbal and written communication skills

#### Work qualities

Behaviour that positively demonstrates commitment to Council's STRIVE values

### Desirable selection criteria

*The following criteria are considered important and demonstrated capacity to meet them will be highly regarded.*

#### Education and knowledge

Certificate IV Home and Community Care or Aged Care, or Disability Services

#### Experience

Previous experience in disability, aged or dementia care

### Other features of this position may include

Use of own motor vehicle for purposes associated with the position for which an allowance will be paid

Maintenance of a clear police record during period of employment with Council is required, positive report to police will endanger ongoing employment

Zero alcohol reading is required at all times whilst on duty

**Generic performance requirements**

**Ethics/probity** – act in accordance with the Code of Conduct.

**Equal employment opportunity** - comply with Council's Equal Employment Opportunity (EEO) Protocol.

**Health and safety (WHS)** - undertake duties and act at all times in accordance with the WHS Management System.

**Other duties (outside of specific position requirements)** - under the provisions of the Local Government (State) Award, Council may direct any employee to carry out duties that are believed to be within the employee's skills, qualifications, competence and fitness capabilities, whether or not they are a usual function of the position. Where an employee is required to perform duties associated with a higher position, the **Use of skills** Clause in the Local Government (State) Award will apply.

**Declaration**

In signing this declaration I acknowledge that I, .....  
have been advised of the requirements, terms and conditions of appointment to this position  
based on this Position Description.

Signed: ..... Date .....  
*Employee*

Signed: ..... Date .....  
*Senior Coordinator People, Culture and Safety*