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POSITION DESCRIPTION

COMMUNITY CARE WORKER

Position Number:	
Department:	Community Services
Division:	Active Ageing & Inclusion Services
Location:	Bannockburn Customer Service Centre, 2 Pope Street Bannockburn
Employment status:	Casual
Classification:	Band 2A (Domestic Assistance) & 3A (Personal Care & Respite Care)
Date:	

THE COMPANY

Golden Plains Shire Council provides personal care and other home support services that assist people to live independently at home for longer. Council also provides information, activities, community facilities and subsidies to assist residents' well-being and participation in community life.

Our mission is to enable each person we support to live the life they choose. We do this by helping our consumer's to undertake everyday tasks or access community services.

POSITION OBJECTIVES

- To enable persons, who are frail, aged and/or disabled (as well as their carers) to maintain quality of life by assisting with or performing home and community care duties and providing support.
- A holistic person-centred approach to care, which promotes wellness & re-ablement and active participation in goal setting, decision making and choice.
- Promote and deliver timely and flexible services that respond to a person's goals, needs and circumstances.
- Deliver high quality services underpinned by the Aged Care Quality Standards.
- Respond to cultural and diverse needs with respectful inclusive approach.

ORGANISATIONAL RELATIONSHIPS

The organisational structure for this role is as follows:

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Reports to :	Service Provision Officer
Directly Supervises:	NA
Internal Liaisons:	Other Community Care Workers, Payroll/Personnel, Aged and Inclusion Administration Officers, HACC Assessment Team, Aged and Inclusion Service Provision Officer and other staff.
External Liaisons:	Consumers and their families, Other Service Providers

KEY RESPONSIBILITIES AND DUTIES

Duties of the Position

- Provide or assist consumers with domestic tasks such as cleaning, cooking, transport, washing, ironing, vacuuming, meal planning, meal preparation and assisting with purchase of groceries etc.
- As required, assist in the personal care of consumers such as showering, dressing, assistance with self care, monitoring of medication etc.
- Provide in home respite for carers of Home and Community Care consumers. This may include after hours on weekdays and weekend care as required.
- Work to plan for each consumer under the direction of the Active Ageing & Inclusion Service Provision Officer.
- Monitor the well-being of consumers and report to the Active Ageing & Inclusion Service Provision Officer.
- Communicate with the Active Ageing & Inclusion Service Provision Officer as to ways in which service delivery effectiveness and efficiency can be improved.
- Other duties within the scope of the employee's skills, competence and training as directed.
- Complete accurate timesheets on a fortnightly basis.
- Comply with National, State and Local standards or guidelines pertaining to the delivery of home & community care services.

General Responsibilities

- Provide input into policy development and performance targets of the Unit.
- Act in accordance with Council's Customer Service Charter.
- Contribute to the Unit through efficient, effective and customer focused skills.

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- Contribute to the development of the Unit's objectives, as well as the corporate goals of Council.
- Maintain confidentiality in respect of all dealing of a sensitive or confidential nature.
- Provide support to other Council staff as required.
- Other duties within the scope of the employee's skills, competence and training as directed.

Corporate Responsibilities

- Promote excellence in customer service and in conjunction with the Unit Manager and Coordinator, identify, review and implement strategies to improve service quality and efficiency.
- Maintain excellent team relationships among colleagues and community groups, on a formal and informal basis, across all Council functions.
- Ensure the security of Council's property and assets and maintain a commitment to the care of all Council's property and assets.
- Participate as directed in training and education to maintain an up to date knowledge of emergency management responses.
- Provide administration, logistic and specialist support and advice during CEO identified emergency events.
- Comply with Council policies and procedures.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is authorized to/responsible for the following:

- Responsibility for carrying out tasks as specified in the consumers care plan.
- Responsibility to ensure that privacy and confidentiality of consumers is maintained.
- Commitment to and understanding of the Council's Risk Management Policy.

JUDGEMENT AND DECISION MAKING

- Prioritise work in accordance with the care plan and consumer's needs.
- Make judgements and decisions as to the most practical and efficient method of undertaking home care tasks.

SPECIALIST SKILLS AND KNOWLEDGE

- Experience in providing general home and community care services in a safe and efficient manner.
- Awareness of health and safety issues in the home.
- Good reporting and recording skills.
- Good housekeeping skills.
- Experience in providing personal care is essential.
- Experience working with children and adults who have a disability.
- Competence in oral and written communication.
- Dementia awareness skills considered advantageous.

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MANAGEMENT SKILLS

- Ability to manage one's own time based on a Casual/Part Time focused work schedule.

INTERPERSONAL SKILLS

- Excellent verbal communication and experience in communicating with Home and Community Care target group consumers (eg, frail, disabled and persons with dementia).
- Ability to respect the views and living environments of consumers.
- Ability to maintain strict confidentiality.

RESPONSIBILITIES FOR ALL GOLDEN PLAINS SHIRE COUNCIL EMPLOYEES

Occupational Health and Safety

Council is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health and Safety Act 2004 and all Regulations, Codes of Practice and Council policies and procedures. In addition, employees are expected to:

- Conduct themselves in a manner that will not endanger themselves or others.
- Participate in Occupational Health and Safety training.
- Assist with audits of work procedures, equipment and workplaces.
- Identify areas of improvement by contributing to the Safety System within the Department.
- Contribute ideas and suggestions that promote safety awareness.
- Be aware of emergency procedures and codes.
- Report unsafe work practices, incidents, hazards and near misses.
- Report unacceptable workplace behaviours such as harassment and bullying.
- Promote and champion a culture of safety within the workplace.

Risk Management

Employees are required to follow all policies and procedures in relation to risk management (asset protection, security, public liability and professional indemnity). Employees are expected to:

- Participate in risk assessments when requested.
- Demonstrate an understanding of, and a commitment to, Council's Risk Management Standard Operating Procedure.
- Report all hazards and incidents of which they become aware.

Records Management

Employees are required to follow all policies and procedures in relation to records management. Employees are expected to:

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- Understand their records management obligations and responsibilities.
- Comply with Council records management processes.
- Keep accurate and complete records of business activities and decision making.
- Create records proactively including those resulting from telephone conversations, verbal decisions, and meetings.

Community Engagement

Golden Plains Shire Council is committed to enhancing the opportunities it provides to the community to be involved in Council's decision making processes. Employees are required to demonstrate a commitment to community engagement. This includes:

- Adhering to Council's community engagement strategy, policy and framework.
- Providing genuine opportunities for the community to be involved in relevant Council decisions and projects.
- Involving community members and stakeholders affected by the subject of the engagement and providing adequate support for them to be involved.
- Clearly defining the purpose and scope of the engagement and using best-practice principles to design and implement the most effective approach.
- Providing community members with relevant and timely information to inform their participation.

Equal Opportunity

Golden Plains Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

Child Safe Standards

Golden Plains Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.

Golden Plains Shire Council's policies and procedures support the implementation of requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs.

Privacy and Confidentiality

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Privacy and Data Protection Act 2014, the Health Records Act and Council's Information Privacy and Health Records policies. Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at the Shire for any purpose other than the discharge of official duties.

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OTHER REQUIREMENTS

- As part of your role, you will be working or have contact with children. It is your obligation to always ensure their safety and report any concerns that you have, in line with our duty of care obligations. You will be required to regularly provide the necessary working with children, police records and reference checks. We have zero tolerance when it comes to abuse of any kind and will take disciplinary action, including and up to termination of employment, should we determine that abuse has taken place or there has been a failure to report any suspected or alleged abuse.
- Tasks within this role may be required to be undertaken in the evenings or on weekends. Any such attendance will form part of the core working hours per week. Where weekly hours are expected to exceed the core hours, with the prior approval of the Coordinator/ Manager, additional hours may be worked and accumulated as time in lieu. Time in lieu will be hour for hour and shall be recorded and taken within one month in accordance with Council's Enterprise Agreement.
- Employees must be available to work Monday to Sunday.
- Employment is subject to a satisfactory six month probationary period.
- Employees must comply with Golden Plains Shire Council's Employee Code of Conduct.
- Completion of a pre-employment Disclosure of Pre-existing Injury or Disease form.
- Maintain a satisfactory National Criminal History Check and Working with Children's Check.

QUALIFICATIONS AND EXPERIENCE

- Prior experience in the provision of home care, respite care and personal care services.
- Certificate III in Home & Community Care/Certificate IV in Community Services (Aged Care)
- Current First Aid training is essential.
- Must have excellent computer skills and be able to use a variety of office suite.
- A current driver's licence, comprehensive insurance and a reliable registered motor vehicle.
- A current Working with Children Check.

KEY SELECTION CRITERIA

- Demonstrated competence in the delivery of home & community care, respite care and personal care services.
- Qualifications in the field of Aged/disability care essential.
- Applicants must have respect for maintenance of strict confidentiality and display a positive, caring attitude.
- Applicants must be available to work after hours on weekdays and weekends.
- Deliver high quality services underpinned by the Aged Care Quality Standards 2019.

Police Check results that are suitable for this position (will be arranged by Golden Plains Shire Council).

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APPROVAL

Prepared By:	Melanie Linguey – Service Provision Officer
Approved By:	Leanne Green – Manager Active Ageing and Inclusion Services
Reviewed By (P&C):	Carol Jungbauer – People and Culture Officer
Date:	March 2021
Employee Acceptance: *(name and signature)*	
Date:	

PLEASE NOTE:

Personal and Health Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.