

Lachlan Shire Council



Position Description Community Care Worker

Directorate	Corporate & Community Services
Location	HACC Multiservice Outlet Centre
Classification/Grade/Band	Grade 7, Band 1, Level 4 & Band 2 Level 1
Position Code	2600005.1
Date position description approved	18 June 2020

Council Overview

The Heart of NSW encompasses the local government area of the Lachlan Shire and is well known for its natural beauty, friendly and welcoming locals and relaxed bush lifestyle. The towns and villages in the Lachlan Shire capture the essence of life in the bush. All our towns and villages have unique features and attractions to explore, so come and see some of the most beautiful country in Australia.

Council Values

COOPERATIVE

Team work is the key, all working together towards a common goal

RESPONSIVE

Committed to the needs of the Organisation and the Community

RESPECT

We treat others with kindness, fairness and tolerance in all our professional and personal interactions

EFFECTIVE

We accomplish a purpose, we produce the expected result and are effective workers without wasting time and effort

PROUD

We take pride in our work and doing the best job we can. We are proud of Council and its achievements

Primary purpose of the position

The Community Care Worker position plays a key role within Council's Home and Community Services across the Lachlan Shire.

The position provides the coordination and facilitation of activities to senior members of the community and administration of the day-to-day operation of the Home and Community Services program. A key responsibility of this role will be the recruitment and induction of volunteers, the management of meal delivery services and bookings associated with community cars (where provided)

Key Accountabilities

Within the area of responsibility, this role is required to:

- Provide efficient administrative support to the Coordinator
- Ensure that the HACC National Standards Objectives and Aged Care Quality Standards are met and maintained
- Receive referrals and develop goal oriented care plan alongside clients and review care plans every six months
- Coordinate and implement programs and outreach services to assist clients with a variety of support funded through the Commonwealth Home Support Program
- Recruit, induct and train volunteers, maintain a volunteer roster and ensure that all volunteer and client details are kept up to date in accordance with Council and HACC requirements
- Ensure that all services are provided in line with Commonwealth Home Support Program guidelines and the management of meal on wheels including delivery and production of meal delivery forms is undertaken efficiently
- Ensure the promotion of the services maximises access for HACC eligible residents within Lachlan Shire
- Ensure banking and cash handling procedures and the administering of client accounts are undertaken accurately and efficiently and in accordance with Council's procedures
- Ensure that consumers rights to privacy and confidentiality are respected and that he/she has access to personal information held by Council
- Ensure that all correspondence including the preparation of reports and development of newsletters for clients and volunteers is undertaken efficiently
- Ensure all Council WH&S policies and procedures are adhered to at all times
- In accordance with Clause 9 (ii) Local Government (State) Award, the employer may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training

Key Challenges

- Meeting the expectations of clients and volunteers
- Working both independently and as a team spread over a large geographic location.
- Working with a variety of client services and programs which are both dependent on government funding and council Budget allocations.
- The position requires professional and effective communication skills with internal staff, clients and volunteers of the service
- The role requires high attention to detail, the ability to effectively multitask and good time management skills

Key Internal Relationships

Who	Why
Coordinator	<ul style="list-style-type: none">• Contribute to discussions regarding service goals and outcomes• Provide assistance and administrative support• Identify emerging issues/risks and their implications and propose solutions
Internal staff and Volunteers	<ul style="list-style-type: none">• Develop and maintain effective relationships• Collaborate on matters, exchange information, provide advice and and/or assistance• Manage expectations and resolve issues

Key External Relationships

Who	Why
Media outlets	<ul style="list-style-type: none">• Dissemination of information
Clients	<ul style="list-style-type: none">• Engage in, consult and negotiate the development of service delivery and the evaluation of programs• Communicate needs and routine business transactions• Manage expectations and resolve issues.
Service Providers, Funding Bodies and Consultants	<ul style="list-style-type: none">• Communicate needs, facilitate routine business transactions and resolve issues.• Manage and monitor the provision of service ensuring compliance with external bodies' requirements.

Reports to

Coordinator

Direct Reports

Nil

Essential requirements





- Certificate III in Business Administration or equivalent work experience
- Knowledge or previous experience working in the Aged Care sector
- Knowledge of the Aged Care Quality Standards and the HACC National Service Standards
- Current Class 'C' drivers licence
- Excellent communication skills, both oral and written
- Highly developed organisational and time management skills
- Excellent customer service and interpersonal skills
- Ability to maintain integrity and confidentiality
- Proven ability to use Microsoft Office Programs at intermediate level
- Demonstrated ability to both work within a team environment and with minimal supervision
- Excellent cash handling skills and experience
- Knowledge of and commitment to Work Health and Safety requirements

Desirable requirements

- Knowledge of the operation of Local Government, Meals on Wheels and Community Transport
- Experience in recruiting and training volunteers
- Experience using electronic records system

Capabilities for the role

Below is the full list of competencies adapted from the NSW Local Government Capability Framework and the level required for this role. The competencies in bold are the focus competencies for this role. Refer to the next section for further information about the focus competencies. Performance in the role will be assessed against these competencies.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Intermediate
	Display Resilience and Adaptability	Foundational
	Act with Integrity	Intermediate
	Demonstrate Accountability	Foundational
 Relationships	Communicate and Engage	Intermediate
	Community and Customer Focus	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Foundational
	Create and Innovate	Foundational
	Deliver Results	Intermediate
 Resources	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Intermediate
	Procurement and Contracts	Foundational

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Maintains confidentiality of customer and organisational information • Is open, honest and consistent in words and behaviour • Takes steps to clarify ethical issues and seeks advice when unsure what to do • Helps others to understand their obligations to follow the code of conduct, legislation and policies • Recognises and reports inappropriate behaviour, misconduct and perceived conflicts of interest
Relationships Customer and Community Focus	Intermediate	<ul style="list-style-type: none"> • Identifies and responds quickly to customer needs • Demonstrates a thorough knowledge of services provided • Puts the customer and community at the heart of work activities • Takes responsibility for resolving customer issues and needs
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> • Takes the initiative to progress own work tasks & team tasks. • Contributes to the allocation of responsibilities and resources to achieve team/project goals • Consistently delivers high quality work with minimal supervision • Consistently delivers key work outputs on time
Resources Technology and Information	Intermediate	<ul style="list-style-type: none"> • Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge management systems • Supports the introduction of new technologies to improve efficiency and effectiveness