

Melton City Council

Community Care Worker

Position Description

PD: 00191

A vibrant, safe and liveable
City accessible to all

1. Position details

Position Title	Community Care Worker
Directorate	Community Services
Service Unit/ Department	Community Care
Position Classification	Band 3
Enterprise Agreement	Melton City Council Enterprise Agreement No 9 2019 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Service Coordination Officer
Supervises	Nil
Internal liaisons	<ul style="list-style-type: none">• Community Care Staff• Other Council departments
External liaisons	<ul style="list-style-type: none">• Clients and Carers

3. Our Organisation

1. Council Values

Our Values; Vibrant Melton or **Motivate, Empower, Lead, Trust Open and Nurture** represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

5. Child Safe Environment

Melton City Council is committed to ensuring a Child Safe environment.



4. Position objectives

- Provide high quality home support, personal care, respite support and other support services for the Home and Community Care Program for Younger People (HACC PYP) and the Commonwealth Home Support Program (CHSP) clients across the City of Melton who require assistance to maintain their independence to remain at home and be active in their community.
- Use an individualised approach to work with clients to identify their strengths and build capacity to achieve their goals and enhance their independence and wellbeing.

5. Key responsibility areas

- Provide domestic assistance, personal care, flexible respite and other support services to eligible HACC PYP and CHSP clients.
- Monitor the physical, social, and emotional wellbeing of clients and report issues to the relevant Service Coordination Officer.
- Foster positive and respectful relationships with clients respecting cultural values, beliefs and individual choices.
- Provide assistance/support in homes or the community as identified to a HACC PYP/CHSP eligible client using a person centred approach.
- Attend and participate in staff meetings and opportunities for skill development and training.
- Support clients to maintain and/or develop independent living skills and routines.
- Assist clients to make decisions with regard to their support requirements, activities/entertainment and community access and ensure adequate safety and security for self, clients and others through identification of occupational health and safety risks.
- Perform required administrative tasks accurately and in a timely manner.

6. Accountability and extent of authority

- Independent and timely completion of tasks and duties.
- Monitoring and reporting of client's wellbeing.
- Undertake duties in a safe manner and not detrimental to the health and safety of colleagues or clients.
- Provide clients and their carers information regarding their rights with regards complaints process.

7. Judgement and decision making

- Take immediate action in an emergency to ensure the safety of consumers, themselves and the community.
- Exercise personal judgement and discretion based on training and experience when faced with a range of day to day situations and choose appropriate course of action, including the resolution of minor problems/enquiries/requests and discussions or reference of matters arising to the Service Coordination Officer.

8. Specialist skills and knowledge

- Knowledge and understanding of issues and problems facing older people and people with a disability living at home.
- Work with a wide range of people from varied backgrounds in a non-judgemental fashion.
- Flexible and able to respond to the changing needs of both people receiving support and their carers.
- Safely provide support with household tasks, personal care, respite support and other support services.
- Understanding and sound knowledge of Occupational Health and Safety practices, including manual handling procedures.
- Knowledge of the HACCC PYP and CHSP.
- Knowledge of hygiene, food preparation and safe food handling procedures.

9. Management skills

- Plan and organise own work.
- Work within established timeframes and minimal supervision.
- Basic record keeping and administration skills.

10. Interpersonal skills

- Communicate effectively and develop rapport with frail older people with a basic understanding of the ageing process, the effects of dementia and related conditions' physical and sensory impairments, incontinence, psychiatric and intellectual disabilities including behaviours of concern.
- Well-developed written and verbal communication skills.
- Respect and maintain confidentiality of clients.
- Work individually unsupervised, and collaboratively in a team environment.
- Willingness and ability to take direction from supervisory staff.
- Work with people from diverse backgrounds.
- A positive attitude to older people, carers and people with disabilities of all ages.

11. Qualifications and experience

- Certificate III in Aged Care/Home and Community Care or equivalent.
- Current First Aid Certificate Level II.
- Experience working with and an understanding of the issues of frail aged people, people with disabilities and their carers.
- Current Working with Children's Check.
- Current valid Victorian Drivers licence.



12. Key Selection Criteria

1. Certificate III in Aged/Home and Community Care or equivalent.
2. Current First Aid Certificate Level II.
3. Demonstrated experience working with and understanding of the issues of frail aged people, people with disabilities and their carers.
4. Current valid Victorian drivers licence, access to a motor vehicle in a reliable condition and comprehensively insured.
5. Take immediate action in an emergency to ensure the safety of clients, themselves and the community.
6. Exercise personal judgement and discretion based on training and experience when faced with a range of day to day situations and choose appropriate course of action, including the resolution of minor problems/enquiries/requests and discussions or reference of matters arising to the Service Coordination Officer.
7. Well-developed verbal and written communication skills.
8. Communicate effectively and develop a rapport with frail aged people with a basic understanding of the ageing process, the effects of dementia and related conditions' physical and sensory impairments, incontinence, psychiatric and intellectual disabilities including behaviours of concern.
9. Available to work between Monday – Friday 7am and 7pm, weekends and irregular hours as service requires.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Manager, Community Care

January 2022

Approved by Position Title

Date Approved

Incumbent's name

Signature

Date

