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# Direct Care Worker

Position description

February 2022

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Northern Grampians Shire Council  
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## Position description

<b>Position title</b>	Direct Care Worker
<b>Classification</b>	Band 3
<b>Directorate</b>	Communities
<b>Department</b>	Positive Ageing

## Our organisation

Northern Grampians Shire Council values community spirit, innovation and collaboration. We have implemented a flexible approach to working arrangements and locations that operates on the Microsoft Platform and, where possible, we are upgrading our systems to be cloud-based. This improves efficiency and equips our employees to undertake their roles effectively and efficiently whether they are working in the office or in other locations.

## Position objectives

This position is responsible for providing assistance to clients to be more independent in their own homes and the community, thereby enhancing their quality of life.

Home care services are provided which:

- promote each client's capacity to live as independently as possible,
- take a person-centred approach to care, that promotes client's wellness and active participation in the decisions about care; and
- provides timely, flexible and targeted services that are capable of maximising each client's independence.

## Key responsibility areas

- Support clients to achieve and maintain wellbeing and independence as outlined in the individual support plan and in accordance with the Active Service Model.
- Responsible for the direct provision of the highest possible standard of a range of home and community care services to clients as determined by their assessed support plan including:
  - assist clients with domestic assistance household/environmental tasks in relation to personal care and support such as maintaining a safe, hygienic living environment and undertaking a range of cleaning tasks.
  - provide a range of personal care tasks which enable the clients to maintain their desired standards of personal care and hygiene, such as assistance with mobility, bathing and toileting.
  - undertake a range of personal assistance/respite tasks as determined by the assessed support plan to support client independence and social support which may include:
    - assist with meal planning and preparation
    - undertake shopping, banking and correspondence as required
    - escort clients to appointments or for shopping or leisure activities
    - assist with recreational activities appropriate to client preference.
- Provide a high level of customer service that is responsive, non-judgemental and professional to clients and carers at all times.
- Monitor and report changes/concerns regarding client well-being and identified opportunities for enhancing client independence and social involvement.
- Participate in continuous improvement and staff development processes as required by the Team Leader Positive Ageing.
- Maintain professional boundaries with clients at all times
- Perform, as directed, other duties that are within the limits of the incumbents' skill, competence and training.

## Corporate responsibilities

All staff will:

- ensure that Council's Code of Conduct is adhered to at all times
- adhere to Council's OH&S, equal opportunity and risk management policies, procedures and work practices as well as act in accordance with the Charter of Human Rights.
- ensure that information about the activities and direction of the role are communicated to managers and staff within the organisation
- ensure all organisational reporting, Council and management meeting requirements are completed accurately and on time
- ensure Council's document management and customer-tracking systems are utilised and correspondence is actioned within required time frames

## Organisational relationship

Reports to	Team Leader Positive Ageing
Manages	n/a
External relationships	Clients and their carers, government departments, other service providers, general practitioners, district nursing staff, and the general public.
Internal relationships	All

## Accountability and extent of authority

- Employees perform work under general supervision.
- Employees in this position have contact with the public or other employees which involves explanations of specific procedures and practices.
- Employees may be required to supervise and coordinate others in similar or related work.
- Employees are accountable for the quality, quantity and timeliness of their own work in so far as available resources permit, and for the care of assets entrusted to them.

## Judgement and decision making

- This position requires personal judgement. The nature of work is usually specialised with procedures well understood and clearly documented.
- The particular tasks to be performed will involve selection from a range of techniques, systems, equipment, methods or processes.

## Specialist skills and knowledge

- This position requires proficiency in the operation of more complex equipment or knowledge of the use of plant which requires the exercise of judgement or adaption.
- Employees require the following skills:
  - Understanding and application of quality control techniques.
  - Supervisory skills.
  - Provision of Personal Care to service users who are both physically unable to undertake the tasks themselves nor make the decisions about the care they need.

## Management skills

- This position may involve first line supervision of employees at the "work face".
- Employees must be able to provide employees under their supervision with on-the-job training and guidance. Such employees must also have a basic knowledge of personnel practices.

## Interpersonal skills

- Employees require skills in oral and written communication with clients, other employees and members of the public and in the resolution of minor problems.

- Employees are expected to write reports in their field of expertise and to prepare external correspondence of a routine nature.

## Qualifications and experience

- Employees will have satisfactorily completed structured training to one or more of the following levels:
  - Trade Certificate or equivalent.
  - Completion of TAFE accredited/industry-based training courses and/or
  - Knowledge and skills gained through on-the-job training commensurate with the requirements of the work in this position.

## Selection criteria

1. Minimum Certificate III in Individual Support (or equivalent), and competencies in Level 2 First Aid and CPR, monitor medications and food handling.
2. Experience and capacity to undertake general household duties, respite care and personal care tasks, which may at times be repetitive and/or physically demanding.
3. Ability to communicate effectively, non-judgmentally and empathically with older people, people with disabilities and their carers.
4. Awareness and support of the philosophies of healthy ageing and the Active Service Model.

## Conditions of employment

Conditions of employment are in accordance with the Northern Grampians Shire Council Enterprise Agreement Number 9 – 2021 and Northern Grampians Shire Council policies and procedures.

**Emergency Management** - All employees may be required to undertake Emergency Management Duties as directed.

**Qualifying period** - All Council appointments are subject to a minimum period of employment ("qualifying period") of six months.

**Driving licence** – The incumbent must hold a current driver's licence which allows them to drive within Victoria.

**Medical examination** - All appointments are required to undertake a satisfactory pre-employment medical examination at Council's expense.

**COVID-19 Vaccination** – All Council appointments must provide evidence of their vaccination status to meet mandated vaccination requirements.

**Working with Children Check** - The incumbent must hold a current Working with Children Check.

**Police Check** - All appointments are subject to a satisfactory National Police Record Check. Position subject to a current national police check to be updated every three years and assessed as suitable to work in aged care.

**Workcover arrangements** - As a condition of appointment to this position, the appointee must disclose pre-existing illnesses or injuries prior to employment and may be required to undertake a medical examination with a Registered Medical Doctor; failure to do this may remove the appointee's entitlement to any future Workcover compensation.

## Document review

Date Approved/reviewed	February 2022
Prepared by	Manager People and Culture
Approved by	Chief Executive Officer

Employee Signature

[acceptance\_status]

[acceptance\_date]

[candidate\_name]