

Position Description

Direct Support Worker - Domestic

Date: July 2021

Division: Community Care

Position title:	Direct Support Worker - Domestic
Classification:	Homecare Worker - Grade 1
Reports to:	Manager Community Care
Direct reports:	Nil
Liaison:	Internal – Consumers of Tablelands Community Support and other Staff. External – Family of consumers of Tablelands Community Support, community members, consumers and carers.
Position purpose:	Provide domestic support to Council's TCS consumers, including people who are older and people who have a disability, to facilitate choice, control and promote and maximise independence in their own homes. This position is subject to ongoing Commonwealth funding.

1. Organisational Commitment

Employees are required to work toward the goals, values and corporate objectives of the Uralla Shire Council and accordingly demonstrate the following inherent requirements:

- **Professionalism, Integrity & Ethics**– display a high level of effort and commitment to work performance, exercise reasonable skills and diligence, adhere to Council and industry standards and codes of ethics, and demonstrate trustworthiness and responsible behavior.
- **Teamwork** - encourage and facilitate cooperation, pride, trust, and group identity; foster commitment and team spirit; work cooperatively with others to achieve required outcomes.
- **Customer Service** - work and communicate with the general public, internal and external customers to provide information and quality services targeted to meet customer expectations.

2. Responsibilities, Competencies and Accountabilities

Core Duties and Responsibilities

Work with service user to support them to achieve their goals through:

1. Working as a team member to provide quality domestic assistance as set out in individual consumer care/support plans (within the limits of the job holder's skill levels and training), which may include:
 - a. Cleaning, dusting and / or polishing furniture, doors, fridges, windowsills and other fixtures and fittings to maintain clean surfaces;
 - b. Removing cobwebs from internal and external areas as required;
 - c. Cleaning windows, mirrors and other polished or reflective panels and fixtures to keep surfaces free of stains, smudges and streaks;
 - d. Cleaning ovens and other cooking facilities in the consumer residence as directed on care/support plans.
 - e. Washing up, sweeping, vacuuming, mopping; bathrooms, toilets, bedrooms, living areas, verandas, patios, steps and paths as required.
 - f. Stripping/making consumer's bed as required.
 - g. Washing consumer's clothes and / or hanging them out, getting them in, putting in clothes dryer, and on occasions ironing them if requested.
 - h. Operating a variety of equipment, including vacuum cleaners, dishwashers, irons, washing machines, dryers, brooms, mops, blowers and garden hoses.
2. Contribute to the development of consumer support plans/ care plans as required.
3. Observe and report promptly any changes or concerns in a consumer's health, wellbeing or behaviour; to immediate supervisor.

Employee will be required to:

1. Maintain strict confidentiality in regard to consumer records and information.
2. Maintain an awareness and understanding of appropriate professional barriers during consumer interactions, where the focus remains on the consumer and their interests.
3. Comply with WH&S including identification and reporting of hazards in off-site locations.
4. Perform risk assessments on all venues and activities whilst exercising common sense and caution in relation to any risk.
5. Consider the 'duty of care' owed to the consumer, alongside their right to respect, self-determination, independence and dignity.
6. Participate in continuous quality improvement activities and training when required.
7. Attend group discussions, meetings and training as required to fulfil the responsibilities of the position.
8. Promote the image of Council in a positive manner and actively work to promote good public relations.
9. Carry out other duties as directed within the scope, skill and competence level of the position and employee.

Key Tasks

As per those determined in the annual divisional review and within the essence of the positions core duties and responsibilities, (as set out above), notwithstanding the need to review and alter the list in response to operational changes, workloads and staff development on an on-going basis. Where it is required that tasks need to be added/removed this will be clearly communicated to the incumbent.

Competencies and Accountability

The incumbent will be required to have competencies and accountability relevant to the position in-line with those set out in the Local Government, Aged, Disability and Home Care (State) Award – Grade 1, they are as follows:

Shall mean a person who satisfies the requirements of Grade 1. Employees at this level work within established guidelines including compliance with documentation requirements as determined by the employer. In some situations detailed instructions may be necessary.

An employee at this level shall be competent in carrying out simple personal care under supervision, housekeeping and tasks relevant to assisting consumers to maintain their independence in their own homes and may be required to perform the duties of Handyperson as defined.

Where the employer requires the employee to perform any or all of the tasks set out below, relevant to a Grade 1 position, the employee must possess relevant skill and competence to perform such tasks. Where the employee does not possess such skills and competence, appropriate training shall be provided.

Performance Measures

As per those set out in the annual performance assessment.

Performance measures are determined giving consideration to the desired corporate objectives of the organisation as set out in Corporate Service Plans and the broader community services delivery outcomes as detailed in Council's Operational Plan and Delivery Program.

Delegation of Authority

Delegations of Authority are detailed under separate official delegation instrument through the General Manager and are reviewed annually.

The freedom to act and make decisions is governed by clear objectives and budgets with frequent prior consultation with management and a regular reporting mechanism to adhere to objectives and budgets.

3 Terms and Conditions of Employment

Required personal attributes and qualities

- Leadership – The ability to demonstrate and provide leadership in the long term interests of the organisation.
- Understanding and acceptance of a change culture – The ability to embrace a continual change position and readily look to seek out and implement new initiatives for the betterment of the community and for the long term sustainability of Council's operations.
- Relationships – The ability to build effective and productive relationships within internal and external stakeholders.
- Commitment, attitude and application to duties – The ability to apply an appropriate level of commitment, attitude and application to duties which will result in measurable outputs and results against identified performance indicators.
- Professionalism – The ability to participate and contribute as a team member in a manner which is supportive and professional, including being respectful of differences of opinion, whilst maintaining the ability to accept the final determination.
- Cooperation and cohesion – The ability to maintain cooperation and cohesion when undertaking all duties in an environment where leadership is provided and professional standards are observed.
- Positive and proactive – The ability to maintain a positive and proactive disposition in times of contradiction and challenge to one's professional and ethical position.
- Practical and common sense approach – The ability to apply a practical and common sense approach to problem solving and to look for innovative solutions.
- Ethics, integrity and values – to always display ethics, integrity and values that reflect personal conduct beyond reproach.

Corporate Accountabilities

- Comply with all legislative requirements of the role.
- Personal and professional behavior is consistent with the values outlined in the Model Code of Conduct for Local Councils in NSW and the Uralla Shire Council Workplace Standards of Conduct.
- Adhere to Council plans, policies, protocols and (as required) actively document and revise procedures to maintain currency and relevance.
- Store and maintain corporate records in Council's electronic document management system in accordance with relevant protocols, procedures and the State Records Act.
- Actively share information and knowledge on issues, training and practices to relevant staff.
- Identify and subsequently remove, mitigate against or minimize exposures to risk.
- Dress appropriately for the role, including wearing an appropriate uniform if required.

Perform as a Team Member

- Productively and cooperatively contribute to the outcomes of work teams.
- Attend and positively contribute to team meetings.
- Take responsibility for and manage own work and contribute to a productive team and work environment.

- Work cooperatively and proactively to achieve the objectives of Services Plans and the priorities identified in the Community Strategic Plan.
- Regularly review and appraise own performance against required levels.
- Undertake an annual performance assessment and contribute to the development of annual work and training plans.

Customer Service Responsibilities

- Comply with Councils Customer Service Charter and Standards.
- Be accessible and provide customers with clear and accurate information.
- Communicate with customers in a professional and courteous manner.
- Maintain a proactive flow of information with customers.
- Manage customer enquiries, complaints and record keeping within required timeframes.
- Maintain a high standard of personal hygiene and grooming.

Work Health and Safety Responsibilities

- Follow safe practices/procedures to perform your duties in a manner so as not to put yourself or others at risk of harm.
- Immediately report any hazards, incidents and accidents to the relevant supervisor and take appropriate action.
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified.
- Participate in the development and review of Risk Assessments.
- Report all incidents and near misses.
- Comply with the return to work program.

EEO and Anti-discrimination Responsibilities

- Adhere to all legislation and follow all protocols and procedures.
- Act to prevent workplace harassment or discrimination and report any known incidents.

Physical Demands

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to sit and talk and hear in an environment with generally low to moderate levels of background noise. He or she is frequently required to use hands and arms to operate the controls of motor vehicles, electronic devices and other equipment.
- The employee must frequently lift and move objects up to 10 kilograms in weight and must occasionally lift and move objects up to 20 kilograms, using safe lifting techniques. Sufficient personal mobility is required to enable the employee to operate motor vehicles, and to provide personal care to consumers in their homes and attend to household cleaning duties on a regular basis.

4 Selection Criteria

Essential Criteria:

- Demonstrated awareness of standards and procedures, relevant to role and the ability to correctly apply them in consultation with the supervisor.
- Commitment to providing positive support to clients in Aged care and Community Services environment
- NDIS Worker Screening Clearance or ability to obtain
- Demonstrated knowledge and understanding of privacy, confidentiality, professional boundaries and consumer support.
- Demonstrated ability to work as part of a team and individually.
- Effective oral and written communication skills.
- Previous domestic experience.
- Class C Drivers licence.
- Empathy and ability to relate positively to people of all abilities and to work with older service users and/or those with a disability.
- Superior attention to detail and delivery of high quality work in relation to provision of tasks.

Desirable Criteria

- Previous experience in residential/ commercial cleaning work/ experience working in a similar position.
- Previous experience / skills in working with people with dementia and / or people who have a disability.
- Current First Aid Certificate and immunisation against Hepatitis B

5. Acknowledgment

I have received and read the position description as detailed above.

Job Occupant:

Date:

Name:

Supervisor:

Date:

Name:

Key tasks, performance measures and delegations of authority documents will be provided by your supervisor.

Please note- Position Descriptions are consistently reviewed to maintain currency and resultantly may need to be altered from time to time. Any changes will only occur following consultation with the incumbent and will reflect the organisational requirements at the time.