

COMMUNITY SUPPORT WORKER

CLASSIFICATION: Band 3
OCCUPANT: Vacant
DATE: September 2026

POSITION CONTEXT & OBJECTIVE(S):

To assist in maintaining and enhancing the physical, emotional and social wellbeing and independence of older people, people with other conditions and their carer's and families who are assessed as needing support to remain in their own homes.

Services are provided through the Commonwealth Home Support Programme (CHSP) & the Home and Community Care Program for Younger Persons (HACCPYP) and include direct practical support and assistance with Domestic Assistance, Personal Care and Respite Care services as outlined in individual service plans.

Home Support services are provided using a Wellness and Reablement approach which:

- Promotes each client's capacity to live as independently as possible,
- Takes a person-centered 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 RESPONSIBILITIES AND DUTIES:

1. Support clients to achieve and maintain wellbeing and independence as outlined in the individual service plan and in accordance with the Wellness and Reablement Model.
2. To be responsible for the direct provision of the highest possible standard of a range of Home Support Services to clients as determined by their assessed service plan including:
 - Assist clients with household/environmental tasks in relation to personal care and support
 - (a) Maintain a safe, hygienic living environment
 - (b) Undertake 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.
 - (a) Assist with bathing, sponging or showering of clients
 - Undertake a range of personal assistance/respite/social support individual tasks as determined by the assessed service plan to support client independence and social support which may include:
 - (a) Supporting an individual to facilitate meeting the individual's need for social contact or company or participation in community life.
 - (b) Assist with recreational activities appropriate to client preference.
3. Adhere to Council policies and quality standards in the delivery of services at all times.
4. Provide a high level of customer service that is responsive, non-judgmental and professional to clients and carers at all times.
5. Submit accurate and timely records of work performed using the supplied mobile phone. Full training and support are provided.
6. Report variations to specified tasks and timeframes in accordance with service communication and monitoring protocols.
7. Monitor and report changes/concerns regarding client wellbeing and identified opportunities for enhancing client independence and social involvement.
8. Participate in continuous improvement and staff development processes as required by the Home Support Service Team Leader.

Council is committed to creating and maintaining a child safe and child friendly city, where all children are valued and protected from abuse. Child safety and wellbeing are a community responsibility and are everyone's business. The safety of children in our care is Council's first priority and we have zero tolerance for child abuse or harm.

KEY SELECTION CRITERIA:

All applicants are required to respond to the following bullet points in their application:

- Experience and capacity to undertake general household duties, respite care and personal care tasks, which may at times be repetitive and/or physically demanding.
- Ability to communicate effectively, non-judgmentally and empathically with older people, people with other conditions (such as chronic illness or mental health) and their carer's.

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WORKING TOWARDS A BETTER WARRNAMBOOL

COMMUNITY SUPPORT WORKER

- Awareness and support of the philosophies of healthy ageing and the Wellness and Reablement Model.
- Willingness to learn electronic rostering and time-sheet processes using supplied mobile phone.
- Ability to work without direct supervision, but within a directed framework.
- Current Victorian drivers license and a reliable car with full comprehensive insurance.
- Certificate III in Individual Support or equivalent.
- Current First Aid Level 2 including CPR

GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records):

☒ YES

The incumbent must have and maintain a Working with Children Check:

☒ YES

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Team Leader, Home Support
Supervises:	N/A
Internal Contacts:	Home Support Services Administration Staff, Direct Care Staff, Capacity, Access and Inclusion & Inclusion Branch Staff
External Contacts:	Clients, Carer's and General Public

RELATIVE LEGISLATION

- Fair Work Act 2009
- National Employment Standards
- Occupational Health & Safety Act 2004
- Superannuation Act 1976
- Victoria Long Service Leave Act 2018
- Victoria Workplace Injury Rehabilitation and Compensation Act 2013
- Gender Equality Act 2020

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Complies with directions from the Home Support Service Team Leader and/or Administration Staff.
- Undertakes all responsibilities and duties in a manner that ensures that the integrity and quality of the service is maintained.
- Monitors and immediately reports any concerns about designated clients, carers and the work environment to the Support Service Team Leader and/or Administration Staff
- Complies with all aspects of Councils Occupational Health and Safety policy in the delivery of services.
- Maintains a high level of confidentiality of client/carer information.

JUDGEMENT AND DECISION MAKING:

- Work activities are routine and clearly defined.
- Employee may resolve minor problems that relate to immediate work tasks

SPECIALIST KNOWLEDGE AND SKILLS:

- Considerable experience in undertaking general household duties, respite care and personal care tasks with frail people, people with chronic illness or other conditions and carer's.
- Ability to perform the range of domestic assistance, respite care and personal care tasks outlined in the Key Responsibilities.
- Ability to perform services in strict accordance with service plans, quality standards and Occupational Health and Safety.
- Awareness and support of the philosophies of healthy ageing and the Wellness and Reablement Model.
- Ability to use relevant equipment including vacuum cleaners, washing machines and in a safe and competent manner.

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- Ability to undertake repetitious, physically demanding tasks.
- Willingness to learn electronic rostering and time-sheet processes using Portable Digital Assistants (PDAs).

MANAGEMENT SKILLS:

- Ability to work without direct supervision, but within a directed framework.
- Ability to complete rostered work within allocated timeframes.
- Ability to provide accurate and timely records and verbal reports.

INTERPERSONAL SKILLS:

- Good verbal and written communication skills.
- Ability to communicate effectively, non-judgmentally and empathically with older people, people with disabilities and their carer's.
- Ability to report and resolve issues in consultation with the service Team Leader.
- Ability to provide a high level of customer service.
- A high standard of personal integrity, with a commitment to client confidentiality.

QUALIFICATIONS AND EXPERIENCE:

- Current Victorian drivers licence and a reliable car with full comprehensive insurance are required.
- Certificate III in Individual Support or Traineeship opportunities to progress to Diploma Courses are available for suitable applicants.
- Current First Aid Level 2 including CPR
- Experience working in related field with frail aged or people with chronic illness or other medical conditions and their carer's.

TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement.

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment, and I agreed to abide by the terms and conditions stipulated therein.

Name:	
Signature:	
Date:	