

Community Care Assistant

CLASSIFICATION: Band 2
OCCUPANT: Vacant
DATE: February 2024

POSITION CONTEXT & OBJECTIVE(S):

To assist in maintaining and enhancing the wellbeing and independence of older people, people with disabilities, 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) & Home and Community Care Program Younger Persons (HACCPYP) and include direct practical support and assistance with Domestic Assistance, as outlined in individual goal directed care plan (GDGP).

The Community Care Assistant will demonstrate a commitment to best practice care, ensure that all in home care is provided in a caring and respectful way in accordance with Warrnambool City Council's policy and procedures.

Community Care services are provided using a Wellness and Reablement approach which:

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

KEY RESPONSIBILITIES AND DUTIES:

- Support clients to achieve and maintain wellbeing and independence as outlined in the individual's Goal Directed Care Plan (GDGP) and in accordance with the Wellness and Reablement Model.
- To be responsible for the direct provision of the highest possible standard with household/environmental tasks in relation to domestic assistance to support a:
 - Safe, hygienic living environment and
 - Undertake a range of cleaning tasks.
- Undertake a range of domestic assistance tasks as determined by the assessment officer to support which will include a range of cleaning duties
- Adhered to Council policies and quality standards in the delivery of services at all times.
- Provide a high level of customer service that is responsive, non-judgemental and professional to clients and carers at all times.
- Submit accurate and timely records of work performed using the supplied device.
- Report variations to specified tasks and timeframes in accordance with service communication and monitoring protocols.
- Monitor and report changes/concerns regarding client wellbeing and identified opportunities for enhancing client independence and social involvement.
- Participant 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:

Applicants are required to address in writing the key selection criteria in their applications and will need to demonstrate to the selection panel that they have met the following criteria:

1. Relevant experience in undertaking domestic assistance in community aged care and/or disability services.
2. Experience in the interpretation of client care plans and relevant documentation processes to support consumer directed care.

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Community Care Assistant

3. Ability to manage time and set priorities to achieve outcomes, in line with organisational goals.
4. Demonstrated ability to effectively deliver quality outcomes across a variety of Domestic Assistance service areas.

The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

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:

NO

ORGANISATIONAL RELATIONSHIPS:

Reports to: Service Coordinator

Supervises: None

Internal Contacts: All Staff

External Contacts: Government and community agencies, hospitals, primary health and community care providers, residential care providers, Aged Care Assessment Team, carer support groups, clients, residents and community stakeholders.

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 with frail people, people with disabilities.
- Ability to perform the range of domestic assistance 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 and washing machines in a safe and competent manner.

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ACCOUNTABILITY



COLLABORATION



RESPECTFULNESS



PROGRESSIVENESS



WELLBEING

Community Care Assistant

- Ability to undertake repetitious, physically demanding tasks.
- Willingness to learn electronic rostering and time-sheet processes using through smart phone applications

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-judgementally 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 Drivers Licence essential.
- Fit to Work & Criminal history statutory declaration.
- Working with Children Check.
- Registered motor vehicle with comprehensive car insurance.
- Current First Aid (level 2) including CPR

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:	

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