COMMUNITY CARE WORKERS
POSITION DESCRIPTION

POSITION NO: 1601
STATUS: Casual
CLASSIFICATION: Band 2 & Band 3
OCCUPANT: Vacant
DATE: November 2015

POSITION CONTEXT & OBJECTIVE(S):

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

Services are provided through the Home & Community Care (HACC) Program and include direct practical support and assistance with domestic assistance Home Care, Personal Care and Respite Care services as outlined in individual service plans.

HACC services are provided within an Active Service Model approach which:

- Promotes each client’s capacity to live as independently as possible,
- Takes 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 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 Active Service Model.
2. To be responsible for the direct provision of the highest possible standard of a range of Home & Community Care Services to clients as determined by their assessed service plan including:
   - Assist clients with household/environmental tasks in relation to personal care and support
     - Maintain a safe, hygienic living environment
     - 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.
     - Assist with bathing, sponging or showering of clients
     - Assist with toileting
     - Assist with mobility such as getting out of bed, dressing, transferring to a commode or wheelchair.
   - Undertake a range of personal assistance/respite tasks as determined by the assessed service 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.
3. Adhered 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 judgemental and professional to clients and carers at all times.
5. Submit accurate and timely records of work performed using the Personal Digital Assistant device (PDA). Full training and support is provided for PDA use.
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. Participant in continuous improvement and staff development processes as required by the HACC Service Team Leader.

**HOURS OF DUTY:**

Hours of duty will be as required - we cannot guarantee you set hours or ongoing work you will be engaged intermittently in relieving work on an as required basis in accordance with Warrnambool City Council’s Enterprise Agreement.

**TENURE:**

The tenure of this position is Casual.

**SALARY:**

The position is a Band 2 or Band 3 as defined by specific duties to be provided for clients in accordance with Warrnambool City Council’s Enterprise Agreement.

Hourly rates will be – Band 2: $30.83/hr, Band 3: $31.99/hr (inclusive 25% casual loading, plus 9.5% superannuation).

**SELECTION CRITERIA:**

Applicants should address the following in their applications

1. Experience and capacity to undertake general household duties, respite care and personal care tasks, which may at times be repetitive and/or physically demanding.

2. Ability to communicate effectively, non-judgementally and empathically with older people, people with disabilities and their carer’s.

3. Awareness and support of the philosophies of healthy ageing and the Active Service Model.

4. Willingness to learn electronic rostering and time-sheet processes using Portable Digital Assistants (PDA’s).

5. Ability to work without direct supervision, but within a directed framework.

6. Current Victorian drivers licence and a reliable car with comprehensive insurance.

7. Certificate III in Community Services (HACC) or equivalent.

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.

**ORGANISATIONAL RESPONSIBILITIES**

The organisation responsibilities of this position are outlined in the “General Conditions of Employment” (attached to this position description).

**POLICE RECORDS CHECK:**

The incumbent must have and maintain a current Police Records and/or Working with Children Check.

☑ YES

**OTHER DUTIES:**

Responsibilities and duties included in this Position Description are subject to the Multi-skilling provisions of the relevant Award and/or the Warrnambool City Council Enterprise Agreement.
ORGANISATIONAL RELATIONSHIPS:

<table>
<thead>
<tr>
<th>Role</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports to</td>
<td>HACC Program Development Service Manager</td>
</tr>
<tr>
<td>Supervises</td>
<td>N/A</td>
</tr>
<tr>
<td>Internal Contacts</td>
<td>HACC Services Administration Staff, Direct Care Staff, Active Ageing &amp; Inclusion Branch Staff</td>
</tr>
<tr>
<td>External Contacts</td>
<td>Clients, Carer’s and General Public</td>
</tr>
</tbody>
</table>

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Complies with directions from the Home and Community Care Team Leader and/or HACC Services 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 Home and Community Care Team Leader and/or HACC Services 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:

The following knowledge and skills are required to be utilised:

- Considerable experience in undertaking general household duties, respite care and personal care tasks with frail people, people with disabilities 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 Active Service Model.
- Ability to use relevant equipment including vacuum cleaners, washing machines and lifting devices in a safe and competent manner.
- Ability to undertake repetitious, physically demanding tasks.
- Willingness to learn electronic rostering and time-sheet processes using Portable Digital Assistants (PDAs).

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- 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:

The following interpersonal skills are required to be demonstrated:

- 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:

The following qualifications and experience are required for the position:

- Current Victorian drivers licence and a reliable car with comprehensive insurance required.
- Certificate III in Community Services (HACC) (Traineeship opportunities to progress to Certificate IV HACC are available for suitable applicants.)
- Experience working in related field with frail aged or people with disabilities and their carer’s.

RELEVANT PHYSICAL RESPONSIBILITIES

**Location of work:** This position will require working in the following environments:

<table>
<thead>
<tr>
<th>Environment</th>
<th>Nil</th>
<th>Light</th>
<th>Average</th>
<th>Constantly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indoor (office / workshop)</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Outside</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Physical activities:** The work is likely to require a certain amount of physical activity, such as:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Nil</th>
<th>Light</th>
<th>Average</th>
<th>Constantly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standing</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Sitting</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bending</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Walking</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repetitive hand work</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Heavy lifting (&gt;1.5kg)</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Plant and Equipment:** This role involves working with or near plant or equipment:

<table>
<thead>
<tr>
<th>Hazard / Activity</th>
<th>Nil</th>
<th>Light</th>
<th>Average</th>
<th>Constantly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rotating parts</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Noisy Environment</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>In proximity of Mobile or Moving plant</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Strobe or similar lights</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating plant controls</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Driving plant or vehicles</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Machinery Vibration</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to distinguish between colours</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Using hand held tools</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Working with irritants, chemicals, fumes and/or dust</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Working in hot surroundings</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Other activities:** This role may also include:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Nil</th>
<th>Light</th>
<th>Average</th>
<th>Constantly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Talking on the phone</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Direct contact with people</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Working at heights</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Working with animals/ wildlife</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the General Terms & Conditions of Employment.

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.

<table>
<thead>
<tr>
<th>Name (Please print):</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature:</td>
<td>Date:</td>
</tr>
</tbody>
</table>
COMMUNITY CARE WORKER
GENERAL CONDITIONS OF EMPLOYMENT

TERMS AND CONDITIONS OF EMPLOYMENT:

The conditions of employment are generally in accordance with the Warrnambool City Council Enterprise Agreement. A copy of this document is available by contacting the Organisation Development Branch.

RESPONSIBILITIES OF ALL WARRNAMBOOL CITY COUNCIL EMPLOYEES:

In addition to the key responsibilities and duties specified in each Position Description, Warrnambool City Council EMPLOYEES MUST:

Staff Conduct and Ethical Standards

- Comply with the Staff Code of Conduct, Council Policy and procedures and any conduct principles for Council employees which may be prescribed in the Act from time to time.
- Not use for their personal gain or knowledge nor disclose any confidential information which may be acquired as a result of special opportunities arising out of their employment by the Council.
- Not make improper use of any information acquired as a result of employment to gain directly or indirectly a pecuniary advantage for himself/herself or for any other person or with intent to cause detriment to the Council.
- Not engage in any private practice (whether or not relating to activities within or outside the municipality) except with the specific permission of the Chief Executive, also being subject to the provisions of the Local Government Act 1989 (the Act).
- Carry out and perform the duties lawfully and to the best of their ability and judgment and to the satisfaction of Council management.
- At all times comply with the terms of the Enterprise Agreement and any Industrial Instrument;
- Devote their whole time and attention to their duties during the hours reasonably required to properly perform their Duties.
- Carry out all lawful instructions and directions of Council management.
- Promote the aims and objectives of the Council.
- Immediately report any actual or potential misconduct (including actual or potential breach of any laws) by any other employee of the Council.
- Disclose to through their line manager any facts, information or circumstances which may give rise to a conflict between the employee’s interests and the interests of the Council.
- At all times comply with the provisions of the Act and any other legislation applying to matters within the scope of the employee’s employment.
- Ensure information obtained through employment with the Warrnambool City Council remains confidential and therefore cannot be discussed with any outside individuals or organisations, without Council consent. The confidentiality of Council information remains binding even following completion of service with the Warrnambool City Council.

Customer Services Standards

- Promote Council’s customer service charter and comply with Warrnambool City Council Customer Performance Standards.
- Provide a consistently high level of service to our customers in a prompt and pleasant manner.
- Ensure accurate and prompt registration of all customer requests within the Warrnambool City Council request system and respond to assigned requests within a prescribed timeframe.
- Maintain the highest ethical standards and confidentiality in dealing with our customers and each other.
- Develop individual skills and knowledge that will better serve our customers.
Occupational Health & Safety/Risk Management

- Comply with all policies, procedures, directions and safe systems of work on Health & Safety; ensuring you behave at all times in a manner so as not to endanger yourselves or any other person (whether that be a colleague, a supplier, a contractor or a member of the public).
- Report all accidents, hazards, near misses and other OHS issues to your immediate supervisor and consult with management through accepted channels.
- Observe and comply with Council’s Risk Management Policy, procedures and processes.

Equal Employment Opportunity and Diversity

- Demonstrate an awareness and understanding of state and federal equal opportunity laws
- Demonstrate commitment and understanding of Access and Equity principles as they relate to provision of government services
- Advocate and foster harmonious, connected communities, recognising the community’s values and celebrated differences through mutual respect, understanding and sense of belonging.

Learning & Development

- Identify training and development needs through Annual Appraisal System for yourself and any staff you directly supervise, and participate in corporate training.
- Participate fully in the Staff Performance Management System, Recruitment and Induction processes.
- Participate in employee feedback surveys, continuous improvement, corporate and professional development programs as requested.

Information Technology & Records Management:

- Observe and comply with all applicable laws relevant to Public Records, Council’s Records Management Policy and Council’s IT and electronic resources.
- Ensure effective utilisation of Council’s corporate records management, library and data storage systems.
- Observe and comply with Council’s IT, Computer Use and other electronic resources Policies.
- Not use Council IT systems and electronic resources
  - for excessive or unreasonable personal use;
  - to view or distribute unlawful material, or material which may be regarded as offensive or inappropriate; or
  - to copy, disclose or use material in breach of the Staff Code of Conduct or your employment agreement.

**NB:** The Council may at any time access, monitor, log and record any communication or information developed, used, received, stored or transmitted by an employee using the Council’s resources, including Council’s IT Systems. Filtering systems are installed in the Council’s IT Systems which restrict the inward and outward flow of certain types of material, including emails and viruses. Accordingly, some email traffic may be blocked.

By agreeing to the terms of employment, an employee gives consent to the Council to carry out computer surveillance and the Council monitoring the employee’s use of the Council’s IT Systems and electronic resources, either at the Council’s premises or at any other place.

Emergency Management

- As part of the duties associated with this position, you may be expected (within reason) to assist in dealing with an emergency situation, should one arise, affecting the operation of Council and/or the wellbeing of the community

Sustainability

- Incorporate Warrnambool City Council’s sustainability objectives and targets into projects, programs and services.
- Within the the scope of their position complet with sustainable principles when procuring goods and services on behalf of Council.
- Promote and participate in a culture of sustainability.
Warrnambool City Council’s Staff Code of Conduct and other Council policies and procedures are accessible to employees via Council’s intranet (Noticeboard) or by contacting Human Resources.

**ANNUAL STAFF PERFORMANCE REVIEW PROCESS**

Staff participate in an Annual Staff Performance Review which is undertaken in June/September. The Review comprises as a minimum assessment of the following:
- Meeting of established performance objectives.
- Acquisition and satisfactory utilisation of new or enhanced skills.
- Satisfactory service according to Council criteria.
- Review of salary grading based on adopted remuneration management system.

**MINIMUM EMPLOYMENT PERIOD:**

This position is subject to a minimum employment period (6 months qualifying) during which time the employee’s suitability for ongoing employment will be assessed.

**LEAVE ENTITLEMENTS:**

Annual leave is four weeks per annum. Long service leave is pro-rata after 7 years service. Sick leave is twelve days per annum on full pay (cumulative). Entitlements are pro-rata for part-time employees.

*Please note leave entitlements are not available to those employees who are paid a loading in lieu of sick leave and annual leave.*

**SUPERANNUATION:**

The Council is required to make a statutory contribution to the scheme for the employee’s benefit. The employee may also make a contribution. Since 1st July 2014 the statutory contribution is 9.5% of the annual salary.

The Council’s Enterprise Agreement provides that:

The Warrnambool City Council shall continue to be a participating employer in the Vision Superannuation Fund (the Defined Benefits Scheme and/or LASPLAN) in accordance with the provisions and requirements of the Vision Super Fund Trust Deeds.

The Warrnambool City Council will also be a participating Employer of HESTA and any Registered Nurse may elect to have their Employer’s superannuation funds paid into HESTA.

The Council shall contribute to the above fund(s) in accordance with the Superannuation Guarantee Act 1992, on behalf of each employee.

**RESIGNATION/TERMINATION:**

Subject to the provisions of the Local Government Act 1989 and Warrnambool City Council’s Enterprise Agreement, termination of employment shall be effected by notice in writing by either party.

**SMOKING:**

Smoking is not permitted in or close to Council owned and/or managed buildings and also in Council vehicles, including plant.

**EMPLOYEE BENEFITS:**

Council provides support and facilities to enable staff to achieve a realistic work and life balance. In particular we offer the follow employee benefits (many of which are part of Council’s Enterprise Agreement):
- Training and career development opportunities including study assistance
- Salary sacrifice arrangements (superannuation and pool/gym membership)
- Flexible leave and work arrangements
- Paid maternity and paternity leave
- Corporate Health & Wellbeing Program
- Corporate Health Insurance Program
- Active Social Club
- Employee Assistance Program – free counselling and support
- Discounted pool/gym memberships

**Privacy Act Information**

The personal information requested in your application is being collected by the Council for recruitment purposes. The personal information will be used solely by the Council for that primary purpose for which it was collected or a purpose the person would reasonably expect. If this information is not collected your application will not be processed. The applicant understands that the personal information provided is for recruitment purposes and that he or she may apply to the Council for access to and/or amendment of the information. Requests for access and or correction should be made to the responsible officer and/or the Privacy Officer.

I further understand that only information which may assist me gain employment or assess my suitability for employment will be sought from the referees, and that such information will be handled in accordance with the Warrnambool City Council Information Privacy Policy and Victorian Information Privacy Act 2000, including the provision of access to that information.

**RIGHT TO WORK IN AUSTRALIA**

You must either be an Australian citizen; or have permanent residence status; or have an appropriate visa issued by the Department of Immigration and Citizenship that entitles the employee to work in Australia.

**INTERVIEW:**

Applicants should be prepared to attend a personal interview, if required.

**PRE-EMPLOYMENT MEDICAL EXAMINATION / FUNCTION CAPACITY EXAMINATION**

You may be required to undertake a pre-employment medical examination to ensure that you can safely undertake all of the duties and tasks detailed in this Position Description. For some physical or outdoor positions an additional functional capacity examination may be required.

**FIT 2 WORK CHECK (POLICE CHECK) / WORKING WITH CHILDRENS CHECK:**

Applicants may be required to undergo a Fit2 Work Check and/or Working with Children’s Check prior to commencement in a position and may be required (by law or by Council) to maintain and periodically renew their “check” (The requirement will be specified in the Position Description)

**DRIVERS LICENCE:**

Applicants are required to hold a current drivers licence (prior to commencement in the position) to fulfil the inherent requirements of this role as specified in the position description.