

Position Description

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Position Title	Community Care Worker
Directorate	Community Services
Department/Business Unit	Community Care
Team	In Home Support
Classification	Band 3
Date	August 2023

Reports to:	Service Management Officers
Supervises:	None
Internal Liaison:	Community Care staff other Council staff as required
External Liaison:	Clients, primary carers, client's families, or legal guardians

Position Objectives

Your primary purpose in this position is to:

- To assist Community Care clients to remain in their homes through the provision of a range of support services such as home care, social support, personal care, shopping, and respite in line with Wellness and Reablement approaches.
- Maintain the strictest confidentiality at all times providing professional and client focussed support to Community Care clients to maintain their dignity and independence at home and in the community and in line with the Aged Care Quality Standards,

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position:

- Certificate III or IV (TAFE accredited/industry-based training course) in Aged Care or equivalent, along with basic IT / computer skills. Relevant skills, knowledge and experience should include demonstrated:
 - Professional understanding of and client focussed commitment to the rights and needs of older people, people with disabilities and other relevant needs groups in the community,
 - Ability to discreetly evaluate and provide feedback on client's needs, including the ability to monitor and report on clients changing needs,
 - Ability to identify workplace hazards, take appropriate action to eliminate or reduce risks and / or refer them on to others,
- Demonstrated flexible approach to workplace change, including effective work planning skills,
- Demonstrated good communications skills, along with a patient, caring and supportive attitude, maintaining the strictest levels of client confidentiality, preferably with the ability to speak a language other than English,

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement, and continue to maintain them throughout your employment in this role with Council:

- satisfactory (and ongoing) Working with Children's Check
- satisfactory (and ongoing) Police Check
- current valid (and ongoing) Victorian Driver's Licence
- ongoing First Aid and CPR (specify) including:
 - Provide First Aid (Level 2)

Position Specific Responsibilities & Skills

In this position, you are responsible for:

<u>Household / Environmental Maintenance</u>	<ul style="list-style-type: none"> Satisfactorily undertaking or assisting clients to undertake activities of daily living in accordance with Clients'/Primary Carers' service guidelines including a range of tasks such as but not limited to mopping or vacuuming floors, dusting, changing bed linen, washing, drying, essential ironing and meal preparation
<u>Personal Assistance</u>	<ul style="list-style-type: none"> Assisting with activities that clients would normally do for themselves, but are unable to perform without support due to illness, disability, or frailty in a sensitive and satisfactory manner and in accordance with Clients'/ Primary Carers' service guidelines (Examples of personal assistance include but are not limited to bathing, grooming, toileting, and mobility transfers and with individually prescribed exercise or therapy programs), Performing or assisting clients with a range of tasks in the home and local community necessary to maintain the functioning of the household and the health and quality of life of the client and fulfill all administration requirements.
<u>Respite Care</u>	<ul style="list-style-type: none"> Acknowledging the needs of primary carers, respond to the particular needs of the client being cared for either in the client's home, on a one-to-one basis, or in the community where the client can participate in individual or community activities with support Appropriate and effective working relationship with Clients reporting changes to Client's health status as well as all hazardous situations, incidents, accidents, or behaviours which affect Worker/Client's health, safety, and welfare
<u>Client Support (monitoring)</u>	<ul style="list-style-type: none"> Providing sensitive and satisfactory care, motivating and encouraging the client to increase their independence and achieve goals, agreed to by Client and/or Primary Carer and documented in service guidelines monitoring the client's health and wellbeing and providing feedback to relevant staff for follow up
<u>First Aid Activities</u>	<ul style="list-style-type: none"> Undertaking the role of First Aid Certified Officer (FACO) and administer first aid in line with job requirements and <i>OHS First Aid Operational Procedure</i>

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	<ul style="list-style-type: none"> Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Child Safety	<ul style="list-style-type: none"> Understand obligations and act in an appropriate manner with and around children Promote positive work practices with children Establish boundaries around acceptable and unacceptable behaviour in relation to children Adhere to reporting obligations where there is suspected or discovered child abuse
Child Safety	<ul style="list-style-type: none"> Promote positive work practices with children Establish boundaries around acceptable and unacceptable behaviour in relation to children Adhere to reporting obligations where there is suspected or discovered child abuse
Climate Change & Sustainability	<ul style="list-style-type: none"> Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.

Compliance	<ul style="list-style-type: none"> Remain mindful of the requirements of the Victorian Charter of Human Rights at all times Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. Perform other duties as directed within the limits of acquired skills, knowledge, and training. At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees. At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	<ul style="list-style-type: none"> Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> zero tolerance of racism and expectations that staff will act on incidents of racism supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	<ul style="list-style-type: none"> Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Physical & Cognitive Requirements

- A task analysis exists because this position requires more than 10-15% manual handling/physical exertion.

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirement	Rare	Occasional 0 - 33% of the working day	Frequent 34 - 66% of the working day	Constant >66% of the working day	Medical Provider Comment / Opinion
Working independently – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor				✓	
Team based work – works in a team of people and not exposed to isolation	✓				
Communicating with others – Verbally				✓	
Communicating with others - Written			✓		
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy			✓		
Concentrating – high levels of concentration required while completing required tasks		✓			
Planning and sequencing tasks and activities			✓		
Decision making – required to exercise sound decision making while completing all aspects of the position		✓			
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		✓			
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope		✓			
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		✓			
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		✓			

Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control			✓		
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		✓			

Physical Requirement	Task Details	Rare	Occasional 0 - 33% of the working day	Frequent 34 - 66% of the working day	Constant >66% of the working day	Medical Provider Comment / Opinion
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Mobility / Postures

Sitting - stay in a seated position	Minimal sitting required – key tasks include driving, meetings.		✓			
Standing - standing in an upright position, moving less than three steps	Required majority of tasks – on average across all tasks Frequent standing needed. <u>Tasks:</u> Dusting, Ironing, Laundry, Hanging out washing, Laundromat, Mopping, Sweeping, Vacuuming, Cleaning bathroom/toilet areas, Kitchen cleaning, Meal Preparation, Changing Bed Linen, Un/Escorted Shopping, Dressing clients, Showering clients, Support client transfers, Assisting grooming, Assisting toileting, Lifting Walking frame into car, Supporting Exercise plan.			✓		
Walking In an upright position moving more than 3 steps	Required majority of tasks – on average across all tasks Frequent walking needed. <u>Tasks:</u> Dusting, Hanging out washing, Laundromat, Mopping, Sweeping, Vacuuming, Un/Escorted Shopping, Lifting walking frame into car, Pushing wheelchairs/ wheelie commodes, Support client to walk safely			✓		
Crawling Move on the hands and knees or by dragging the body close to the ground		✓				

Non-Manual Handling

Squatting / crouching To lower the body by bending forward from legs and spine, buttocks on or near the heels	Required or potential technique option within a high number of tasks – on average across all tasks Occasional squatting needed. <u>Tasks:</u> Dusting, Ironing, Laundry, Hanging out washing, Laundromat, Mopping, Sweeping, Vacuuming, Cleaning bathroom/toilet areas, Kitchen cleaning, Meal Preparation, Changing Bed Linen, Un/Escorted shopping, Dressing clients, Showering clients, Support client transfers, Assisting grooming, Assisting toileting, Lifting walking frame into car, Supporting exercise plan		✓			
Kneeling To lower the body	As above, often alternative technique to squatting and potential technique option within a high number of tasks – on average across all tasks Occasional kneeling needed. <u>Tasks:</u> Laundry, Laundromat, Mopping, Sweeping, Vacuuming, Cleaning bathroom/toilet areas, Changing Bed Linen, Dressing clients, Support client transfers, Assisting grooming, Assisting toileting, Lifting walking frame into car, Supporting exercise plan.		✓			

<p>Bending <i>To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds</i></p>	<p>As above, often alternative technique to squatting or kneeling and potential technique option within a high number of tasks (note: recommended aim to avoid bending where able) - on average across all tasks Occasional bending needed. <u>Tasks:</u> Dusting, Ironing, Laundry, Laundromat, Hanging out washing, Mopping, Sweeping, Vacuuming, Cleaning bathroom/toilet areas, Kitchen cleaning, Meal Preparation, Changing Bed Linen, Un/Escorted shopping, Dressing clients, Showering clients, Support client transfers, Assisting grooming, Assisting toileting, Lifting walking frame into car, Supporting exercise plan</p>		✓			
<p>Reaching <i>Extending arms out in any direction</i></p>	<p>Required within majority of tasks – on average across all tasks Frequent reaching needed. <u>Tasks:</u> Dusting, Ironing, Laundry, Laundromat, Hanging out washing, Mopping, Sweeping, Vacuuming, Cleaning bathroom/toilet areas, Kitchen cleaning, Meal Preparation, Changing Bed Linen, Un/Escorted shopping, Dressing clients, Showering clients, Support client transfers, Support client walking, Assisting grooming, Assisting toileting, Lifting walking frame into car, Pushing wheelchair, Supporting exercise plan</p>			✓		
<p>Twisting/trunk rotation <i>Rotating the body to one side or the other without moving the feet</i></p>	<p>Small number of tasks may require – on average across all tasks Occasional twisting/ trunk rotation needed. <u>Tasks:</u> Changing bed linen, Cleaning bathroom/ toilet, Escorted shopping, showering/ bathing clients, Supporting transfers, Lifting frame into car</p>		✓			
<p>Fine manipulation / pinch grip <i>Fingers are on one side of the object and thumb on the other, typically without the object touching the palm</i></p>	<p>Required within high number of tasks– on average across all tasks Occasional fine grip needed. Primarily for holding small items, opening/ closing bottles, squeezing, pegs, clothes). <u>Tasks:</u> Hanging out washing, Vacuuming, Cleaning bathroom/toilet areas, Kitchen cleaning, Meal Preparation, Changing Bed Linen, Dressing clients, Showering clients, Support client transfers, Assisting grooming, Assisting toileting, Lifting Walking frame into car, Supporting Exercise plan.</p>		✓			
<p>Power/open hand grip <i>Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended</i></p>	<p>Required within majority of tasks for basic hand grip – on average across all tasks frequent grip needed. <u>Tasks:</u> Dusting, Ironing, Laundry, Laundromat, Hanging out washing, Mopping, Sweeping, Vacuuming, Cleaning bathroom/toilet areas, Kitchen cleaning, Meal Preparation, Changing Bed Linen, Un/Escorted Shopping, Dressing clients, Showering clients, Support client transfers, Assisting grooming, Assisting toileting, Lifting frame into car, Pushing wheelchair, Supporting Exercise plan.</p>			✓		
<p>Writing / typing</p>	<p>Case / client notes, email communications, meetings, limited paperwork required</p>		✓			
<p>Climb ladders</p>	<p>Not applicable</p>	✓				
<p>Climb or descend stairs</p>	<p>Potential stairs externally accessing client's homes, internal stairs (2-storey homes), office</p>		✓			
<p>Low level work <i>Performing manual handling actions at or near ground level</i></p>	<p>Small number of tasks may – on average across all tasks Occasional low-level work needed. <u>Tasks:</u> Laundry / Laundromat (front loader), Cleaning bathroom/ toilet Areas.</p>		✓			
<p>Leg / foot controls</p>	<p>Driving</p>		✓			

Physical Requirement	Task Details	Rare	Occasional 4 – 30 repetitions per day	Frequent 31 – 150 repetitions per day	Constant >150 repetitions per day	Medical Provider Comment / Opinion
Manual Handling – lift, carry, push, pull or hold						
Kilograms of force (kg.f) - amount of force or effort required to perform a specific task or part of a task						
1 - 5kg	Ironing (Iron, Ironing board); Laundry / Laundromat (clothes/ bedding); Hanging out washing (clothes, clothes horse); Mopping (Bucket water, mop); Vacuuming (Vacuum); Kitchen tasks (Pots/crockery); Meal Preparation (Pots/crockery): Changing bed linen (Linen); Un/Escorted shopping (Grocery items, shopping bags, walking frame); Dressing / Showering clients Supporting transfers / Pushing wheelchair or commode (supporting limbs); Lifting walking frame from car; Supporting exercise plan (leg weights)			✓		
5.1 - 10kg	Laundry / Laundromat (washing basket); Vacuuming (Vacuum); Changing bed linen (Linen- weighted blanket); Un/Escorted shopping (walking frame, wheelchair); Lifting walking frame / wheelchair from car;		✓			
10.1 - 15kg	Not applicable	✓				
15.1 - 20kg	Not applicable	✓				
over 20kg	Not applicable	✓				
Lift / carry / hold - Raising or lowering an object from one level to another and holding / transporting the object using the hands, arms, or on the shoulders						
Lift floor to hip	Ironing (setting up board); Laundry/ Laundromat; Hanging clothes; Mopping (bucket water, mop); Kitchen tasks (Pots/crockery); Un/Escorted shopping (groceries, shopping bags, walking frame, wheelchair); Dressing / Showering clients (supporting limbs); Supporting transfers (supporting limbs); Pushing wheelchair / commode (supporting limbs); Supporting exercise plan (leg weights)		✓			
Lift waist to shoulder	Hanging out washing; Laundromat; Kitchen tasks / Meal Preparation (Pots/crockery); Un/Escorted shopping (groceries, shopping bags); Showering clients (supporting limbs); Lifting walking frame / wheelchair from car (walking frame, wheelchair);		✓			
Lift overhead	Hanging washing; Un/Escorted shopping (groceries)		✓			
Pushing / Pulling - applying force to move something away or closer to oneself, including static positions	Hanging washing (trolley); Mopping; Vacuuming; Sweeping; Changing bed linen (moving bed on wheels); Dressing (fitting clothes); Un/Escorted shopping (pushing wheelchair): Supporting transfers (sit to stand, bed transfers/ rolling); Supporting walking; Pushing wheelchair / mobile commode;			✓		

Band descriptors (as defined in Council's Enterprise Agreement)

These descriptors help to classify the position:

Accountability and Extent of Authority

- Performance of a broad range of Home Care, Social Support, Respite Care and/or Personal Care related tasks utilising developed skills, performing this work under general supervision or within general guidelines, specific procedures and practices set out specified by the Community Care Manual, adhering to the client's documented Service Agreements and / or Service Guidelines,
- The quality and timeliness of their own work in so far as available resources permit, as well as for the care of assets entrusted to them,
- Working in a team environment under general supervision and responsible for assuring the quality and timelines of work performed, the duty of care delivered to clients as well as reporting any issues to nominated Community Care Office staff in a timely manner,
- This position may assist others in the first line supervision of Community Care client related work in same or lower band particularly where provision of on-the-job training based upon skills and experience is required to explain specific procedures and practices,
- This position has the scope to use personal judgement where the application of standard procedures is not always suitable.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

Independently:

- Home Care, Social Support, Personal Care and Respite Care activities are usually specialised requiring use of personal judgement. The tasks to be performed are selected from a range of techniques, processes and systems related to the specific work procedures and practices and minor problems that relate to immediate work tasks, resolved using personal judgement,
- Wherever appropriate guide and support the activities of other Care workers undergoing on-the-job training and/or mentoring,
- Understanding the needs of older people, people with disabilities and other relevant needs groups in the community, provide feedback of client and carer needs to nominated Community Care Office staff as appropriate.

With Input from the Service Management Officers, Support Officers, and other nominated Community Care Office staff:

- Assist Service Management Officers, Support Officers and other nominated Community Care Office staff in planning and preparation of Community Care programs, projects, and initiatives.

Recommends and Identifies to the Service Management Officers, Support Officers, and other nominated Community Care Office staff:

- Variations to Home Care, Social Support, Personal Care and Respite Care work practices and schedules to enhance efficiency / quality of services or improve safety without compromising existing safety levels or efficiencies.

Guidance:

- Guidance is always available from nominated Community Care Office staff including but not limited to Support Officers and Service Management Officers.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- An understanding of the needs and issues relating to older people and people with disabilities,
- Personal care - in the provision of specialised personal care, an ability to determine and provide the necessary care to a person who is unable to provide the care to themselves. This may include proficiency in the operation of more complex equipment,
- The ability to provide employees under their supervision at the workplace with on-the-job training and guidance,
- Oral and written communication with clients, other employees, and members of the public and in the resolution of minor problems.

Management & Interpersonal skills

The essential position requirements include:

- Being able to manage own time in an efficient and effective manner, communicating with and relating to older people, people with a disability, and Community Care staff in relation to rosters and work-related matters,
- Skills in oral and written communication with clients, other employees, and members of the public and in the resolution of minor problems that relate to immediate work tasks, using personal judgement.

Verification & Approvals

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Prepared by	Sally Goedheer		January 2023
Acting Manager	Jayne Kierce		January 2023
Director	Peta Gillies		January 2023
Occupant			

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards
- Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful

We respect and care about our community, each other and ourselves.

We act with integrity at all times and in all matters.

We take time to listen to and seek to understand the other point of view.

We strive to understand and respect the diversity of our community and our workplace.

We understand our role in the community and respect the responsibility that comes with

Creative

We care about getting the best outcomes.

We constantly ask: What's the future and what's possible?

We have the courage to try new ideas.

We strive for excellence in everything we do.

Engaged

We listen to our community and respond.

We work together with our community and each other, to achieve the best outcome.

We have the confidence to challenge the status quo, to reach for better outcomes.

We are action-oriented in identifying and responding to new challenges.

Honest

We tell the truth, even when we know people may not want to hear it.

We form our opinions and give advice from sound, evidence based research.

We act with humility and apply the highest standards of ethical behaviour to everything we do.

Accountable

We are proud of our city, our community and our achievements.

We spend our time and effort on solutions rather than looking for someone to blame.

We take responsibility for our actions.

