



SOUTH GIPPSLAND SHIRE COUNCIL

POSITION DESCRIPTION

POSITION:	Community Support Worker
DIRECTORATE:	Corporate & Community Services
DEPARTMENT:	Aged & Disability Services
CLASSIFICATION:	Band 2 - Home Care and Personal Care Band 3 - Respite Care
EMPLOYMENT STATUS:	Casual
CURRENT OCCUPANT:	Vacant
DATE:	September 2016

ORGANISATION OVERVIEW

South Gippsland is a place like no other. We have a diverse community and economy set in a magnificent natural environment. We serve our people with genuine well-meaning and strive always to deliver the best outcomes we can.

We are passionate about building and sustaining a great workplace, principled leadership, and providing great opportunities. Our values are present in what we do and how we do it. With a renewed focus on innovation and collaboration, valuing difference and a belief that teams can achieve amazing things, there is a lot to look forward to.

We want to genuinely make a difference to the lives of all those who touch our community, and be part of creating 'a great place for us'.

THE DEPARTMENT

The Aged & Disability Services Department is responsible for providing a range of responsive and flexible in home and community based services to the frail aged, persons with disabilities and their carers. The majority of services are provided through the Aged & Disability Care Program. The philosophy of our Aged & Disability Team is that services need to be responsive and reflective of individual needs. This is based on the understanding that health and well-being fluctuates through-out life. Therefore, with individualised support and autonomy independence can be maximised.



The team consists of Community Support Workers, Intake and Assessment Officers, Client Services and Community Programs Team Leaders as well as Home Maintenance Contractors and Volunteers.

The Department has an overall operating budget of approximately \$1.9 million

The Aged & Disability Department is responsible for the provision of:

- Assessment
- Home Care
- Personal Care
- Respite Care
- Home Maintenance
- Community Transport
- Meals on Wheels
- Volunteer Coordination
- Senior Citizens
- Community Register

ORGANISATIONAL RELATIONSHIPS:

Reports to: Client Services Team Leader

Direct Reports: Nil

Internal Liaison:

- Director – Corporate & Community Services
- Manager - Aged & Disability Services
- Intake and Assessment Officers
- Client Service Team Leaders
- Community Programs Team Leaders
- Administration
- People & Culture
- Occupational Health and Safety and Risk Management Department
- Council Staff

External Liaison:

- Local Hospitals and Health Services – Post Acute Care, District Nursing, and Occupational Therapists.
- Home and Community Care Clients

1. POSITION PURPOSE

- Embracing Council's valued customer service standard; have fun, make their day, be present and choose your attitude.
- Delivery of support and care as per the individual client Care Plan, in accordance with Council policies, Aged & Disability Care Program



Guidelines, Community Care Standards, person centred care and Active Service Model Philosophy.

- Maintenance of a safe working environment and activities.
- Maintenance of client privacy and confidentiality.

2. KEY RESPONSIBILITIES

Home Care and Personal Care - Aim and Tasks (Band 2)

- To actively support, assist and perform Home Care and Personal Care tasks as established in the Client Care Plan as necessary to maintain a safe and hygienic living environment inside the home, and where appropriate, outside the clients' home.
- Keeping up-to-date with personal care techniques and addressing their own training needs.
- Implementing each person's care plan.
- Home Care and Personal Care may include tasks such as:
 - Vacuuming
 - Sweeping/mopping floors
 - Cleaning bathrooms and toilets
 - Hanging out washing
 - Changing bed linen
 - Basic shopping
 - Meal preparation
 - Assistance and support with shopping or meal preparation
 - Bathing/showering
 - Dressing/grooming
 - Personal hygiene
 - Assistance with mobility and eating
 - Application of pressure stocking
 - Supervision of self medication
 - Assistance to pay bills/banking

Respite Care - Aim and Tasks (Band 3)

- To actively provide appropriate meaningful and interesting activities for the client. This maybe in their home and/or where appropriate outside the clients' home while the primary carer takes a break from their caring role. The approved activities are established in the Clients Care Plan.
- Respite Care may include tasks such as:
 - One on one support and supervision while engaging in socialisation/stimulation/motivation,
 - assistance and supervision with community and/or recreation programs, escort to appointments
 - Assistance with mobility and eating
 - Home care and personal care tasks as listed above



GENERAL OBJECTIVES

- Sensitivity to and understanding of the needs of Aged & Disability Services clients.
- Understanding and operating in accordance with department policies and procedures and the Aged & Disability Program Manual guidelines in the delivery of support.
- Conduct regular safety audits within clients' home.
- Assist with regular audits of work procedures, equipment and environments.
- Implementing each person's care plan.
- Developing and maintaining a respectful and comfortable working relationship with the person and their carer, which includes observing appropriate confidentiality and boundaries.
- Actively observing and reporting each person's progress, wellbeing and any changes in their health status, circumstances or condition.

3. ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is authorised to/responsible for the following: -

- Perform and prioritise tasks as per the Care Plan and in accordance with guidelines and operating procedures.
- Ability to perform tasks and care activities safely and within the set time frame and Care Plan.
- Scope exists to exercise some discretion with the application of duties as per the Care Plan.
- May be required to act as a buddy to new employees.
- Maintain confidentiality and privacy of client information.
- Work performed is subject to routine supervision.

When performing respite care duties, the following would also apply:

- Accountable for providing appropriate explanations to clients, primary carers, family members, members of the public and community based services on tasks as per the Care Plan and in accordance with guidelines and operating procedures.



- Accountable to act in accordance with the Councils policies and procedures. Where you do not know, you are obligated to find out.
- Accountable to complete the requirements of the role, work as a valued member of the team, and do your best for the community and the Council.
- Demonstrate commitment to support and embrace a continuous improvement environment and culture within the organisation.
- Accountable to demonstrate and encourage appropriate safety practices, report inappropriate behaviours and incidents, participate in training provided, improve work practices to reduce risk.

4. JUDGEMENT AND DECISION MAKING SKILLS

Judgement and decision making will be within the ambit of the following:

- Work tasks are clearly defined and documented.
- Tasks may involve a range of equipment and techniques within the specified work tasks in Care Plan.
- Responsible for taking immediate action in an emergency to ensure safety of clients, themselves and the community.
- Duty of Care to yourself, client and the community.
- Report any concerns to Team Leader and/or Intake and Assessment Officer.
- Scope exists to use some discretion to resolve problems that relate to home care/personal care tasks.
- Guidance and advice is always available.

When performing respite care duties, the following would also apply:

- Problem solving skills maybe required including the use of some personal judgement when performing duties and in communication with office staff, clients and their primary carers.

5. SPECIALIST SKILLS AND KNOWLEDGE

The skills and knowledge required to perform the duties of the position include:



- Ongoing development of skills and knowledge through attending professional development programs and taking a proactive approach to continually improving skills and abilities.
- Knowledge of the Aged & Disability Care services and experience in the provision of direct care services.
- Understand and adhere to Community Support Worker Handbook.
- Safe and competent use of household equipment and chemicals based on policies, procedures and risk assessments.
- Safe and competent use of personal care aids and equipment.
- Knowledge of manual handling & infection control practices.
- Level 2 First Aid techniques.
- Understanding and knowledge of cultural diversity.

When performing respite care duties, the following would also apply:

- An ability to determine and provide the necessary care to a person who is unable to provide the care to themselves or who is incapable of deciding on the type of care required.

6. MANAGEMENT SKILLS

The required management skills include:

Not applicable to home care or personal care duties

When performing respite care duties, the following would also apply:

- Manage time in an efficient and effective way within allocated time.

7. INTERPERSONAL SKILLS

Interpersonal skills include:

- The ability to work as an effective member of a team to maximise the effectiveness and efficiency of the team.
- Ability to effectively communicate with and relate to clients, family members and other employees.
- Ability to work with a wide range of clients from varied backgrounds in a non-judgmental fashion.



- Capable of completing standard forms including rosters, comments sheets and incident reports.
- The ability to listen and follow set Care Plan with clients and other staff.

When performing respite care duties, the following would also apply:

- Well-developed oral and written communication skills such as completion of incident reports, comment sheets, rosters and communicating with primary carers.

8. QUALIFICATIONS AND EXPERIENCE

The qualifications and experience required for the position include:

- Certificate III in Home & Community Care or equivalent including module(s) related to the delivery of personal care (require modules post 2000).
- Experience and/or understanding of Home and Community Care services.
- Current Level 2 First Aid Certificate.
- Current Victorian Drivers Licence.
- Current Working with Children Check.

9. SELECTION CRITERIA

- Certificate III in Home & Community Care or equivalent including module(s) related to the delivery of personal care (require modules post 2000).
- Knowledge and demonstrated personal care and manual handling experience including using personal care aids and equipment.
- Experience and/or understanding of Home and Community Care Services.
- Understanding of the Active Service Model Approach and person centered care.
- The ability to effectively communicate with clients, family members and internal staff.
- Demonstrated basic problem solving skills.
- An understanding of privacy and confidentiality.



- Current Level 2 First Aid Certificate.
- Current Cardiopulmonary Resuscitation (CPR) Certificate
- Current Victorian Drivers Licence.
- Access to a reliable vehicle and mobile phone.
- Current Working with Children Check

10. PRE EMPLOYMENT CHECKS

- Applicants may be required to complete a police check if progressing to the next selection stage.
- Applicants may be required to undergo a pre-employment medical examination if progressing to the next selection stage.

ACCEPTED for and on behalf of the **EMPLOYEE**

[acceptance_status]

Acceptance of Employee

[candidate_name]

Name of Employee

[acceptance_date]

Date