

Position information

Position Title:	Community Care Worker
Classification:	Band 2
Reports to:	Community Care Team Leader
Division:	Community and Customer Experience
Department:	Community Services

Our strategic context

Council Plan Vision Achievement

We partner with our community to protect and care for the community of life in Bayside making an inclusive, active, healthy, connected and creative experience for all.

How we work together

Our values and behaviours underpin all the work we do and are the foundation for the development of One Bayside.

We hold ourselves and each other accountable to our shared values and behaviours of **Respect Each Other, Own It, Work Together** and **Find Better Ways**.

Position Purpose

To provide practical and personal care to assist frail older people, people with disabilities and their carers to remain at home in the community in a safe secure and healthy environment for as long as they wish and are able to do so.

Position – Key Functions, Accountabilities & Outcomes

Key Functions	Accountabilities	Outcomes
Undertake a range of practical household duties and personal care tasks	<ul style="list-style-type: none"> • Completing light household cleaning and miscellaneous domestic tasks as well as personal care tasks within rostered hours. • Completing clients requests in order of priority • Allowing clients to participate to encourage active involvement 	<ul style="list-style-type: none"> • Clients receive agreed services in accordance with rosters • Clients are empowered to identify and prioritise their service tasks • Clients' independence is maintained and encouraged
Monitor the ongoing health and well-being of clients and their carers and report concerns or observations	<ul style="list-style-type: none"> • Report concerns or observations about the health and well-being of clients and their carers 	<ul style="list-style-type: none"> • Clients are maintained in a safe environment • Client health and wellbeing issues are reported
Deliver services in a responsible and professional manner	<ul style="list-style-type: none"> • Communicating at a high level of customer service at all times to either client, carer and families • Adhering to Council and Community Services privacy regulations • Completing rostered shifts within rostered hours • Presenting professionally at all times 	<ul style="list-style-type: none"> • Client, carer and family satisfaction with the working relationship they have with their carer is positive • Confidentiality regarding client information is maintained • Services are delivered in accordance with rosters • Care workers understand and follow Council and Community Care policies and procedures • Uniform is worn in a clean and presentable state

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Position - Organisational Relationships

Key Internal Contacts: Community Care staff and other Council staff

Key External Contacts: Family members/clients

Position - Delegations

Financial Delegations: Nil

People and Position Delegations: Nil

Position – Skills and Competencies

Accountability and Extent of Authority	<p>This position has responsibility for providing practical household and personal care tasks to clients under the direction of the Community Care Team Leader. Guidance and advice is always available within the time available to make a choice. The position is accountable for:</p> <ul style="list-style-type: none">• The satisfactory completion of responsibilities and tasks in accordance with documented service plans and Council policies and procedures.• Developing positive working relationships with clients, families and co-workers.• Prioritising the completion of required tasks in consultation with clients and their families.• Maintaining accurate records of rostered times and work related kilometres.• Using all Council provided personal protective equipment for relevant task completion.
Judgement and Decision Making	<ul style="list-style-type: none">• This position works remotely from direct supervision but is required to closely follow the specific guidelines provided in relation to the range and nature of duties to be undertaken.• The Community Care Worker is required to use their discretion in resolving minor issues that relate to immediate

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	<p>responsibilities and to seek direction from office staff for issues not related to day to day tasks.</p> <ul style="list-style-type: none"> • Demonstrate initiative in undertaking required tasks within the home and within available time constraints.
Interpersonal Skills	<ul style="list-style-type: none"> • Ability to establish and maintain positive working relationships with clients and their families and be responsive to their needs. • Good communication skills and ability to gain the confidence of clients. • Empathy with older people, people with disabilities and their carers.
Qualifications and Experience	<ul style="list-style-type: none"> • Certificate III in Individual Support (Ageing, Home and Community) or equivalent as a minimum is mandatory. • The position requires the individual to be able to meet the physical demands of the job. Employment in the position is subject to satisfactory completion of a pre-employment functional examination and ongoing functional assessment reviews, as required. • Current Victorian drivers licence and access to a safe and appropriately registered and insured vehicle. • The ability to speak a relevant community language would be an advantage. • Ability to be contacted by telephone during the day. • A current First Aid Certificate is desirable.
Specialist Skills and Knowledge	<ul style="list-style-type: none"> • An understanding of the needs of older people and people with a disability. • Knowledge and understanding of the role of the primary carer within the family. • Ability to work in physically and emotionally demanding situations. • Ability to respond appropriately in an emergency situation.
Management Skills	<ul style="list-style-type: none"> • Ability to prioritise the order of task completion in liaison with the client and within the available rostered hours.

What we are all responsible for



Values and Behaviours

- Embrace and live the shared values of Bayside City Council: **Respect Each Other, Own It, Work Together, Find Better Ways.**
- Reflect these values in how we do business and how we treat each other, our customers and our community members.
- Work in a manner that reflects the agreed Team Behaviours.

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Code of Conduct

All employees are required to comply with the standards of behaviour that are outlined in the Code of Conduct. The Code of Conduct sets the expectations Council has of all employees, as well as the expectations that employees can have of Council. It helps us to understand our responsibilities in terms of:

- Adhering to Council policies and procedures, and the law.
- Dealing with Council Property.
- Corporate Obligations.
- Personal Conduct.



Customer Service

We are committed to being a customer-focussed organisation that delivers excellent and effective customer service at all levels. By engaging with the community, delivering simplified processes, and exceeding expectations, we are committed to customer service that will be:

- Easy to deal with.
- Empathetic.
- Effective.
- Trusted.



Diversity, Equity and Inclusion

We are focused on creating a psychologically safe culture where our people feel respected and free to speak up. A culture where:

- Inclusivity becomes a conscious standard practice.
- We have a safe workplace where people are respected, heard and valued.
- We have a thriving high-performance culture.
- We are able to achieve our strategic goals.



Safeguarding Children and Young People

We are committed to building a culture that keeps children and young people we support and engage with safe from abuse through:

- Promoting the safety and wellbeing of children and young people to whom we provide services.
- Ensuring that our interactions with children and young people are consistent with the Safeguarding Children and Young People Policy and Safeguarding Children and Young People Code of Conduct.
- Speaking up and reporting any suspicions, concerns, allegations, or disclosures of alleged abuse, by staff and those with whom we interact.
- Following policies and procedures for safeguarding children and young people.

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- Maintaining a valid Working with Children Check.



Workplace Health, Safety and Wellbeing

- Read and comply with all OHS policies and procedures in relation to your OHS roles and responsibilities.
- Immediately report all hazards and incidents, following the appropriate processes and using the online hazards and incidents form.
- Work in a manner that will not endanger yourself or any other person.
- Assist new employees in the use of proper work practices and procedures.
- Use personal protective equipment clothing or equipment (PPE) provided as instructed by your supervisor and report any defective or damaged PPE.
- Not attempt any task unless you are capable and competent to carry out the task.



Sustainability

- Demonstrate individual responsibility and commitment to sustainability by complying with Council's internal policies and guidelines.
- Participate in staff initiatives and change campaigns to reduce impact on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.

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