

Bayside City Council – Position Description



Position - Identification	
Position Title	Community Care Worker
Position Classification	Band 1
Position Status	Permanent
Division	Community and Customer Experience
Department	Community Services

Position Objective
To provide practical assistance 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 – Responsibilities	
Responsibility	Outcomes
Undertake a range of practical household and domestic duties	<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
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"> • Client, carer and family satisfaction with the working relationship they have with their care worker is positive • Confidentiality regarding client information is maintained • Services are delivered in accordance with rosters • Care workers understand and follow Council and Aged and Disability policies and procedures • Uniform is worn in a clean and presentable state
Position – Organisational Relationships	
Reports to	Community Care Team Leader
Supervises (<i>if applicable</i>)	Not applicable
Key Internal Contacts	Aged and Disability Services staff and other Council staff
Key External Contacts	Family members/clients

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Position – Delegations	
Financial Delegations	Nil
HR Delegations	Nil

Position – Skills and Competencies	
Accountability and Extent of Authority	<p>This position has responsibility for providing practical household and domestic 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 responsibilities and to seek direction from office staff for issues not related to day to day tasks. • 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"> • 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 and their carers. • 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.

Shared Organisational Responsibilities: All employees are required to be aware of and adhere to the following

Organisation Strategy	<p><u><i>We are Connected</i></u></p> <ul style="list-style-type: none"> We work together as 'One Bayside' to deliver the best outcomes for customers and communities. We are an evidence driven organisation with simplified and integrated processes and systems. <p><u><i>We are Leaders</i></u></p> <ul style="list-style-type: none"> We lead through creative, inclusive and sustainable practices. We attract, develop and empower extraordinary people. We are agile in responding to challenges. <p><u><i>We are Focused on Customers</i></u></p> <ul style="list-style-type: none"> We are empowered to engage with our community, and to deliver quality customer experience. <p><u><i>We Deliver</i></u></p> <ul style="list-style-type: none"> We deliver excellent results through improved planning and execution. We aim for the highest levels of performance and take individual and collective accountability. We learn in order to drive a continuous improvement culture.
Values and Behaviours	<ul style="list-style-type: none"> 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.
Customer Service Commitments	<p><u><i>Commit to being:</i></u></p> <ul style="list-style-type: none"> Easy to deal with Empathetic Effective Trusted
Occupational Health and Safety	<ul style="list-style-type: none"> 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. Participate in performance review process that incorporates OHS responsibilities Participate in rehabilitation and return to work programs if required
Policies and Procedures	<ul style="list-style-type: none"> Comply with Council policies, procedures and guidelines that relate to the position. Comply with Council policies and procedures that govern how we behave within the workplace and in our relationships with residents, clients and those with whom we do business. These can be accessed through Council's <i>Code of Conduct</i>.

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	<ul style="list-style-type: none">• Comply with Council policies and procedures that govern how we conduct the business and administration of Council.• Where relevant, comply with Council policies and procedures that govern:<ul style="list-style-type: none">- how we procure goods, services and works; and- how we manage contracts and supplier relationships
Corporate Responsibilities	<ul style="list-style-type: none">• Protect Council's physical, financial and intellectual assets against damage, fraud or misuse. This includes identifying and reporting instances of damage, fraud or misuse.
Sustainability	<ul style="list-style-type: none">• Comply with Council's <i>Working Greener</i> Campaigns for waste reduction, green purchasing and energy and water conservation as specified in the <i>Council Plan</i> and <i>Environmental Sustainability Framework</i>.

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Position – Inherent physical requirements

Summary: Enter a summary of the physical requirements of the position e.g. offsite work providing housekeeping services in the homes of residents.

Offsite work providing practical assistance in the homes of residents

Physical Demands of the Role

Physical Demands of the Task and % of time allocated	NEVER 0%	OCCASIONAL 1-30%	FREQUENT 31%-60%	CONSTANT 61%-100%
Sitting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Steps / Stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kneeling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Looking Up	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Looking Down	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Bending Spine Forwards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending Spine Backwards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working with hands above shoulder height	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching forwards or sideways	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gripping or Grabbing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine Hand Coordination	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting from Floor to Waist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting at waist height	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting from waist to overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carrying equipment e.g., tools, plants etc	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pulling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Exerting force with one hand or one side of the body e.g. digging	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Holding, Supporting or Straining	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adaptive Device(s) Available	Description of their use			
Personal Protective equipment such as safety switches are is provided to care workers	Minimise effects of hazards and injuries			