



Position Description

Position Title	Support Worker
Position Number	Various
Division	Community Strengthening
Department	Community and Aged Care
Team	AccessCare Kingston
Position Status	Part Time
Classification	Band 1 & 2
Position Reports to	Home Support Team Coordinator
Position Supervises	Nil
Date Reviewed	March 2023

Position Objective

Support Workers provide practical support to older persons, people with disabilities and their carers in their homes. The Band 1 role requires the provision of domestic assistance only. The Band 2 role requires domestic assistance and personal care services, which are provided within the City of Kingston in accordance with Council's policies and guidelines and with a view to Wellness and Reablement principles as detailed in Consumer Care Plans.

Key Responsibilities

1. Support Worker Duties

- Assist the consumer to maintain and enhance their level of independence and wellness.
- Report to office staff any changes in the consumers behaviour, needs or circumstances, either immediately by telephone or via email using their mobile device (depending on the circumstances).
- Perform tasks in accordance with Consumer Service Delivery Instructions and/ or Care Plan, and Council's policies, guidelines.

2. Occupational Health and Safety Duties

- Identify any hazards or potential hazards and report these to the Home Support Team Coordinator
- Notify the office staff of any incident/accidents for any work-related injuries or near misses.

3. Customer Service

- Provide a high level of professional customer service to consumers and their families.

4. Relationship Building

- Establish appropriate and effective working relationships whilst maintaining professional boundaries.
- Attend supervisory, team building/educational or operational management meetings as required by supervisors/management.
- Participate in case consultation with Accesscare Kingston management staff and other professional or community workers, as required and discussed with the Home Support Team Coordinator.

5. Record Keeping

Maintain/record accurate data relating to service hours and work-related travel.

Position Requirements BAND 1

1. Accountability and Extent of Authority

The incumbent is financially responsible and accountable for:

- Nil

The incumbent has delegated authority for:

- Nil

The incumbent is responsible and accountable for:

- Work performed involves the utilisation of a range of basic skills and falls within specific and well documented guidelines, including the need to exercise discretion in the application of established practices and procedures.
- The incumbent is accountable for providing domestic care tasks as per agreed Service Delivery Plan and Consumer Care Plan within Council guidelines with limited supervision.
- Providing information related to consumer health and well-being to the Home Support Team Coordinators.
- Quality of service delivery as related to the position.
- Providing accurate service delivery and travel records.
- Performing all work in a safe manner as per Occupational, Health & Safety guidelines and utilise safety equipment provided by Council.

2. Judgment and Decision Making

The incumbent is accountable for:

- Judgement is exercised within the framework of Council policies, procedures and well-defined practice.
- Work activities are routine and clearly defined. The nature of the work is undertaken in accordance with clearly documented procedures.
- The incumbent may resolve minor enquiries and requests relating to an immediate work task, seeking direction from Home Support Team Coordinator and/ or office staff where necessary.
- Respond sensitively to concerns and ensure matters are dealt with promptly or forwarded to the appropriate Home Support Team Coordinator.
- Demonstrate an understanding of Accesscare Kingston procedures
- The incumbent is responsible for the quality of their work.
- The incumbent works under routine supervision.

3. Knowledge and Skills

The following skills are required to be utilised:

- Understanding and empathy of the needs of aged and/or people with disabilities and their carers.

5. Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Provide basic customer service to consumers in line with AccessCare guidelines
- The ability to feedback consumer concerns
- Effective and clear communication skills for a consumer base of older persons and people with disabilities.
- The ability to maintain confidentiality and perform tasks in a non-judgemental manner.

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6. Qualifications and Experience

- No formal qualifications are required for the BAND 1 position however successful candidates will need to be willing to undertake level 2 First Aid.

Position Requirements BAND 2

1. Accountability and Extent of Authority

The incumbent is financially responsible and accountable for:

- Nil

The incumbent has delegated authority for:

- Nil

The incumbent is responsible and accountable for:

- Work performed involves the utilisation of developed skills and falls within specific and well documented guidelines, including the need to exercise discretion in the application of established practices and procedures.
- The incumbent is accountable for the provision of practical and household assistance to consumers of Accesscare Kingston under the direction of the Home Support Coordinators.
- The incumbent is accountable for providing personal care and domestic care tasks as per agreed Service Delivery Plan and Consumer Care Plan within Council guidelines with limited supervision.
- Providing information related to consumer health and well-being to the Home Support Team Coordinators.
- Quality of service delivery as related to the position.
- Providing accurate service delivery and travel records.
- Performing all work in a safe manner as per Occupational, Health & Safety guidelines and utilise safety equipment provided by Council.

2. Judgment and Decision Making

The incumbent is accountable for:

- Judgement is exercised within the framework of Council policies, procedures and well-defined practice.
- Work activities are clearly defined. The nature of the work is undertaken in accordance with clearly documented procedures.
- The incumbent decisions will have an effect on the performance of local area business units.
- Decision-making and problem solving require an original approach in the application of established practices and procedures.
- The incumbent is expected to exercise discretion in relation to resolving minor enquiries and requests, seeking direction from Home Support Team Coordinator and/ or office staff where necessary.
- Respond sensitively to concerns and ensure matters are dealt with promptly or forwarded to the appropriate Home Support Team Coordinator.
- Demonstrate an understanding of Accesscare Kingston procedures and current issues within the organisation.
- The incumbent is responsible for the quality of their work.
- The incumbent works under routine supervision.

3. Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- Knowledge of and empathy with the needs of aged and/or people with disabilities and their carers.
- Provision of Personal Care to service users who are physically unable to undertake the tasks themselves

5. Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- A strong customer service orientation in contact with others, and the ability to maintain service standards.
- The ability to clearly articulate consumer concerns and provide timely, relevant and accurate information and support.
- The ability to foster cooperation and assistance in working relationships with consumers and their families and other staff.
- Effective and clear communication skills for a consumer base of older persons and people with disabilities.
- The ability to maintain confidentiality and perform tasks in a non-judgemental manner.

6. Qualifications and Experience

- Certificate III in Individual Support or equivalent.
- Current Level 2 First Aid certificate
- Experience working with older persons, people with disabilities and/or their carers is advantageous.

Shared Organisational Responsibilities

Kingston City Council (Council) has the following expectations of all employees:

Values and Behaviours	<p>The City of Kingston has six organisational values which guide behaviours and decision-making. It is through this framework, that high quality services are delivered to employees and the community. Employees have an important role to play in upholding Kingston's ethics and values, including the Code of Conduct. Kingston's Values are:</p> <ul style="list-style-type: none">• Future Orientated• Accountable• Expert• Celebrate• Community Centric• Dynamic
Safe Workplace Actions	<p>The responsibilities of this position are completed in line with organisational Occupational Health and Safety (OH&S) policies and procedures. The incumbent will display and promote safe actions in the workplace at all times.</p>
Policies and Procedures	<p>The responsibilities of this position are completed in line with all council policies related to the position.</p>
Legislative Framework	<p>The responsibilities of this position are completed in line with the relevant legislative framework of the position's department.</p>

Prerequisites

- Undertake and maintain a current National Criminal Records Check
- Valid Right to Work in Australia

- Pre-employment Medical Assessment
- Driver's License valid in Victoria
- Reliable comprehensively insured motor vehicle
- Certificate III in Individual Support or equivalent
- Level 2 First Aid Certificate

International Police Checks

Any applicant who has resided in an overseas country for 12 months or more in the last ten years will be required to provide a police check from the country they resided in. Some countries will not release information regarding an individual for personal or third-party purposes. Where police records checks cannot be made, the applicant will be required to provide contact details for at least two individuals who personally knew them while they were residing in the other country, to enable Kingston City Council to conduct referee checks. This additional requirement primarily applies to positions in Council's Aged & Disability Services, Health & Local Laws and Social & Community Services.

Inherent Physical Requirements

Support Workers work in the community, primarily in consumers' homes. The role is a physical one, providing support to consumers who are no longer able to undertake tasks themselves. Whilst undertaking this role a range of repetitive movements are required to deliver service, which are time limited.

Adaptive equipment available

Equipment	Description of use
Ergonomic assessment of workstation	Minimise effects of long periods of sitting and using a computer
Ergonomic office chair	Minimise effects of long periods of sitting
Telephone headset	Minimise effects of long periods of telephone use

Category A – This role has been assessed as a high risk and / or manual handling role. Please refer to the attached Job Task Analysis (JTA) and Pre-Employment Functional assessment (PEF) for further information about the inherent requirements of the role.

Council will make reasonable adjustments to support people in their work environment wherever reasonably practicable.

Applicants should declare any requirements via the Health Declaration form.

Variation to conditions of employment

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.