THE CITY OF
GREATER GEELONG

Position Description

WORKING TOGETHER FOR A THRIVING COMMUNITY

CITY OF GREATER GEELONG

POSITION TITLE:	**Community Care Worker**
POSITION NUMBER:	0025, 1046, 1047, 1048, 1050, 1471, 2092
DIVISION:	Community Services
DEPARTMENT:	Community Care
CLASSIFICATION:	Band 2
REPORTS TO:	Community Care Team Leader
DIRECTLY MANAGES:	N/A
INTERNAL LIAISONS:	Community Care staff
EXTERNAL LIAISONS:	Clients and their families, District Nurses, Healthcare Practitioners, general public
DATE:	September 2026

POSITION OBJECTIVES:
The primary objective of this position is to maintain clients in their homes to prevent premature or inappropriate admission to residential care and to maintain and improve clients and carers quality of life, through the provision of a range of direct practical assistance in clients' homes.

POSITION RESPONSIBILITIES:
Key Responsibilities:
1. Perform general household duties and undertake personal care tasks necessary to maintain clients in their own homes.
2. Support clients and their families in maintaining social contacts and emotional health and well-being.
3. Monitor clients' health and well-being and report any concerns to the Community Care Team Leader.
4. Report to the Community Care Team Leader on any unhealthy or dangerous aspects of the home or the client's activities entailing risk to the client, including completion of hazard identification checks as requested
5. Comply with provisions of the Occupational Health and Safety Act by taking all reasonable precautions to ensure the health and safety of self and others. Rectify actual or potentially hazardous situations and report near misses where appropriate. Participate in programs designed to monitor and protect the health of staff in their workplace.
6. Adhere to all Council's policies and procedures relevant to this position.
7. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

General Expectations
- Behave according to the City's **values and expectations**.

Risk Management and Occupational Health & Safety Responsibilities:
- Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
- Perform work in a safe and appropriate manner.
- Ensure behaviour does not discriminate, bully or harass others.

- Take responsibility for own safety and that of others.
- Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable:

- Manual handling tasks.
- Prolonged periods of inactivity e.g., sitting at the computer.
- Regular keyboarding associated activities.
- Long / short distance travel between sites.
- Dealing with difficult clients and situations.
- Demanding deadlines.

CHILD SAFE:

City of Greater Geelong is committed to being a child safe organisation and has zero tolerance for child abuse. The focus of our work is on children under the age of 18. We recognise our legal and moral responsibilities in keeping children and young people safe from harm and promoting their best interests. We have specific policies, procedures and training in place to support employees, volunteers and contractors to achieve these commitments. We create environments where all children have a voice and are listened to, their views are respected and they contribute to how we plan for, design and develop our services and activities.

We are committed to:

1. Preventing child abuse occurring within our services, programs and facilities.
2. Creating an organisational culture of child safety.
3. Setting clear expectations of employees, volunteers and contractors as to what is required to keep children safe.
4. Ensuring employees, volunteers, contractors are clear about their responsibilities when they suspect abuse of a child.
5. Ensuring all suspected abuse is reported and fully investigated.

DIVERSITY AND INCLUSION:

City of Greater Geelong recognises the value of the diversity and strength of Aboriginal and Torres Strait Islander cultures to the heritage of all Australians and encourages Aboriginal and Torres Strait Islander people to apply.

KEY SELECTION CRITERIA:

Qualifications:

1. Certificate III in Individual Support, Aged Care, HACC, Disability or Certificate IV in Ageing Support, Aged Care, HACC, Disability, Community Services or Nursing
2. Current First Aid Level 2, including CPR module
3. Current Victorian Driver's License
4. Working with Children's Check (Employee)

Essential:

5. Knowledge and skills in the provision of personal assistance and ability to undertake personal care tasks.
6. Knowledge and understanding of the needs of the frail aged and people with disabilities.
7. Physically able to carry out a range of household duties involving lifting and/or repetitive heavy-duty tasks including vacuuming.
8. Ability to communicate with clients and carers in a positive and supportive manner.

Desirable:

9. Experience working in a related field, personal care, or community-based work.
10. Completed Assist with Medication (HLTHPS006) module or equivalent

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Responsible for assistance to clients in the area of household duties and other tasks which maintain the clients' ability to remain in their own home.
- Responsible for maintaining regular contact with Community Care Team Leader and reporting on clients' circumstances.
- Responsible for ensuring work is done using safe work practices in accordance with the Occupational Health and Safety Act and Agreements.
- Responsible for complying with safety guidelines in relation to cleaning agents.
- Responsible for reporting on unsafe conditions or equipment/appliances in the clients' home.
- No authority to carry out tasks without the necessary skills or competence, personal tasks which would require the skills of a qualified nurse.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

JUDGEMENT AND DECISION MAKING:

- Work is performed under routine supervision and within general guidelines with some scope to exercise discretion in applying established practices and procedures in carrying out household and home environment tasks.

SPECIALIST SKILLS AND KNOWLEDGE:

- Knowledge and skills in the provision of personal assistance
- General household maintenance skills.
- Routine cooking skills.
- Knowledge and understanding of the needs of the frail aged and people with disabilities.
- Physically able to carry out a range of household duties involving lifting and/or repetitive heavy-duty tasks including vacuuming.
- Ability to undertake personal care tasks.

MANAGEMENT SKILLS:

- Ability to plan and organise own work.
- Ability to complete rostered work scheduled within a timetable.
- Demonstrated initiative.
- Ability to work with minimum supervision.
- Basic administration skills in maintaining time sheets and client information data.

INTERPERSONAL SKILLS:

- Good verbal communication skills.
- Ability to communicate with clients and carers in a positive and supportive manner.
- A commitment to client confidentiality.
- Ability to work both independently and in a multi-disciplinary team.
- Ability to discuss and resolve minor problems associated with care of clients.
- Ability to make just and reasonable responses to people's needs, unbiased by personal beliefs and values.
- Ability to demonstrate integrity, responsibility, respect and innovation in all aspects of the position.