

COMMUNITY SUPPORT OFFICER

VERSION:	V1 – 10.10.23
DEPARTMENT:	Inclusive Communities
PREPARED BY:	Tami Cuthbert – Coordinator Centre Operations Community Hubs Donna Lamagno – Community Support Officer Megan Hansson – Health & Safety Officer Rebecca Noonan – Pace Health Management
WORK SCHEDULE:	Days Per Week - Monday – Friday Fulltime: Hours/Day - 9am-5pm *Overtime hours and weekend work on an as needed basis. Casuals: Hours/Day - minimum 1hr 45min Breaks - 30 minute lunch break
LOCATION/S ANALYSIS UNDERTAKEN:	Clarinda Community Centre

Organisation specified objectives of this analysis	Functional Task Analysis Physical Health Assessment
Task Modifications Available - Physical	Specialised equipment Ramps, Lifts, Trolleys (load reduction) Assistance from colleagues Lighter duties Reduced work rate Increased breaks
Task Modifications Available – Cognitive	Ability to work independently Ability to work in a team Remote support
Task Modifications Available Environmental	Ability to rotate work within facility Ability to change tasks depending on environment
Most prevalent workplace injuries:	Repetitive strain injuries Bruising Fractures Grazes
Most prevalent workplace injury incidents/tasks:	Lifting heavy equipment and dropping it Tripping over equipment or children Bumping into equipment in small storeroom Computer use
Description and primary purpose of role:	Council operated Community Centres and Hubs are multi-purpose facilities operated by the City of Kingston, providing opportunities for community groups and individuals to participate in learning, recreational activities and social gatherings, and gives access to co-located Services. The Community Support Officers will provide high level customer service and operation support to individual community members and groups, including the provision of sound advice, administrative assistance, and support in accessing and utilising facilities within Kingston. This position provides administrative support and helps facilitate the access to, and use of the facilities by community groups.

ENVIRONMENTAL FACTORS	Description
Environment	Indoor/Temperature controlled
Noise (e.g could not hear a person talking from 1 metre away/unable to concentrate on task)	Yes
Vibration	No
Personal Protective Equipment	Nil
Machinery/Tools	Speakers, Signage, Trolleys
Uneven Terrain	No
Wet/Slippery	No
Insufficient lighting/glare	Not Applicable

PACE Ratings:



Manual Handling Physical Demand Rating Classification Guide:

Physical Demand Rating	Tick	Weight/Force Exerted to push or pull items.	Weight Lifted or carried
Sedentary		Exerting less than 4.5 kg of force occasionally, negligible force to push objects needed to push or pull objects.	>4.5 kg occasionally, 1-3 kilograms frequently to lift or carry objects.
Light	✓	Exerting up to 9 kilograms occasionally and 4.5 kilograms frequently or negligible amounts of force constantly to push or pull objects.	Exerting 4.5-9 kg occasionally, 3-4.5kilograms frequently to lift or carry objects.
Medium		Exerting up to 9-23 kilograms occasionally and or 4.5-11 kilograms frequently or 4.5kg force constantly to push or pull objects.	>9-15 kg occasionally, 4.5 -11kg frequently to lift or carry objects.
Heavy		Exerting up to 23-45 kilograms occasionally and or 11-23 kilograms frequently or 4.5kg force constantly to push or pull objects.	>15-20 kg occasionally, 11-16kg frequently to lift or carry objects.
Very Heavy		Exerting up to >45 kilograms occasionally and or >23 kilograms frequently or 9kg force constantly to push or pull objects.	20kg+ occasionally, 16+ kg frequently to lift or carry objects

Cardiovascular Physical Demand Rating Classification Guide:

Physical Demand Rating	Tick	Cardiovascular Demand
Sedentary		A role predominantly involving sitting with occasional standing and walking. Low level force and slow movements required occasionally. Heart Rate <40% maximal Heart Rate or 4/10 effort
Light	✓	A role involving frequent standing or walking with occasional bouts of sitting. Physical tasks in this role are light in nature, completed at a slow pace and could be sustained throughout the working day without noticeable increase in breathing rate or levels of exertion. Heart Rate 40-55% maximal Heart Rate or 4-5.5/10 effort
Medium		A role involving frequent to constant walking and standing with occasional bouts of sitting. Some physical tasks in the role are light to moderate in nature, completed at a moderate pace and could not be sustained for periods of greater than 20 minutes at a time, the participant will have a noticeable increase in breathing and exertion rate but is still able to say a sentence before requiring to take a breath. Heart Rate 55-70% maximal Heart Rate or 5.5-7/10 effort
Heavy		A role involving frequent to constant walking and standing with rare bouts of sitting. Most physical tasks in the role are moderate to heavy in nature, completed at a moderate to fast pace and could not be sustained for periods of greater than 10 minutes at a time, the participant will have a noticeable increase in breathing and exertion rate and will require to take a breath every few words. Heart Rate 70-90% maximal Heart Rate or 7-9/10 effort
Very Heavy		A role involving frequent to constant walking and standing with rare bouts of sitting. Most physical tasks in the role are heavy in nature, completed at a fast pace and could not be sustained for periods of greater than 5 minutes at a time, the participant will have a noticeable increase in breathing and exertion rate and will be puffing and panting. The heavy work may be interspersed with short periods of rest. Heart Rate >70% maximal Heart Rate or 9+/10 effort

HEALTH MONITORING CONSIDERATIONS

CRITERIA	YES / NO
Exposure to hazardous noise	YES
Exposure to manual handling as part of normal activities	NO
Exposure to hazardous chemicals	NO
Exposure to hazardous manual handling	YES
Exposure to hazardous waste	YES

HAZARDOUS MANUAL HANDLING

MANUAL HANDLING TASKS ARE ASSESSED IN ACCORDANCE WITH THE WORKSAFE VICTORIA COMPLIANCE CODE: HAZARDOUS MANUAL HANDLING. USE THIS CHECKLIST TO IDENTIFY IF A MANUAL HANDLING TASK IS CONSIDERED AS HAZARDOUS. IF ANY BOXES ARE SELECTED, THE TASK INVOLVES HAZARDOUS MANUAL HANDLING.

Work/Task	Repetitive or sustained application of force	Sustained awkward posture	Repetitive movement	Application of high force	Exposure to sustained vibration	Handling of live people or animals	Unstable or unbalanced loads or loads that are difficult to grasp or hold	For known risks are suitable control measures available now?	If yes, provide details
Lifting and moving furniture (table, chairs, speakers, AV equipment, TV)	X	X	X					Yes	- Load reduction (trolleys) - Manual Handling Training
Installing and uninstalling sliding doors	X	X						Yes	- Manual Handling Training
Pushing and pulling bins, tables, chairs, table tennis tables and TV	X		X					Yes	- Load reduction (trolleys, wheels)
Opening roller/grill door	X	X		X				Yes	- Manual Handling Training
Erecting teardrop banners	X	X		X				Yes	- Manual Handling Training

PHYSICAL DEMAND MATRIX

POSITION ASSESSED: Cummunity Support Officer

KEY: **R**: Rarely **O**: Occasionally 1-33% or <2.5hrs/shift **F**: Frequently 33-66% or >2.5-5 hrs/shift **C**: Constant 67-100% or >5-8 hours of shift **OH**: Occasional High Frequency (Posture/Movement repeated/held for 3 + minutes at a time)

SUSTAINED POSTURES AND MOBILITY REQUIREMENTS

Posture Required	R	O	F	C	OH	Typical Maximal Holding Time	Typical Holding Time
Standing		x				1 hour	30
Sitting				x		7 hours	1-2 hours
Walking			x			1 hour	20-30 minutes
Unilateral Kneel (one knee)		x				10- 20 seconds	5-10 seconds
Reaching Overhead		x				30- 60 seconds	5-10 seconds
Reaching forward		x				30- 60 seconds	5-10 seconds
Reaching Shoulder height		x				30- 60 seconds	5-10 seconds
Computer based work				x		7 hours	1-2 hours
Climbing Stairs		x				3- 5 minutes	1-2min stairs
Stooping or bending		x				30-60 seconds	5-10 seconds
Climbing Ladders		x				30- 60 seconds	1-2 minutes
Twisting		x				1-2 minutes	10- 30 seconds
Crouching		x				30-60 seconds	5-10 seconds
Turning		x				1-2 minutes	10- 30 seconds
Confined Spaces		x				30 minutes	10- 15 minutes
Writing/Typing/				x		7 hours	1-2 hours
Squatting		x				10 seconds	5- 10 seconds
Sweeping/Mopping		x				5 minutes	1-3 minutes
Push/Pull		x				30 minutes	20-30 minutes

Force Exerted	Description
Sedentary	Exerting less than 4.5 kg of force occasionally, negligible force to push objects needed to push or pull objects.
Light	Exerting up to 9 kilograms occasionally and 4.5 kilograms frequently or negligible amounts of force constantly to push or pull objects.
Medium	Exerting up to 9-23 kilograms occasionally and or 4.5-11 kilograms frequently or 4.5kg force constantly to push or pull objects.
Heavy	Exerting up to 23-45 kilograms occasionally and or 11-23 kilograms frequently or 4.5kg force constantly to push or pull objects.
Very Heavy	Exerting up to >45 kilograms occasionally and or >23 kilograms frequently or 9kg force constantly to push or pull objects.

MANUAL HANDLING DEMANDS

Physical Demands	Metrics (Tasks)	R	O	F	C	OH	Typical Distance (m)	Maximal Weight / Load (kg)	Typical Load (kg)	Typical Reps/hr
Lift floor to waist:	Mop Bucket Speakers AV equipment Boxes of equipment/files Teardrop banners		X				10- 100m	5kg	3kg	
Lift below the knee to waist:	Speakers AV equipment Chairs Boxes of equipment/files		X				10- 100m	5kg	3kg	
Lift waist to shoulder:	Teardrop banners		X				10-100m	5kg	2kg	
Lift waist to overhead:	Boxes of equipment/files		X				1-5m	5kg	2kg	
Carry bilateral (two arms):	Boxes / Trays		X				25-50m	5kg	2kg	
Unilateral Carry (one arm):	Mop / Bucket	X					10- 100m	5kg	3kg	
Push load:	Roller doors Bins Tables Trolleys Chairs TV		X				10- 100m	Medium	Light	
Pull load:	Roller doors Bins Tables Trolleys Chairs TV		X				10- 100m	Medium	Light	
Grasping:	Tables Cords/plugs		X					Medium	Light	
Pinching:	Tables Cords/plugs		X					Medium	Light	
Fine finger/ Hand Coordination:	Computer work				X			Light	Light	

PSYCHOSOCIAL MATRIX

KEY: **R:** Rarely <1% **O:** Occasionally (1-33% or <2.5hour per shift) **F:** Frequently (33-66% or >2.5-5 hours per shift)
C: Constant (67-100% or >5-8 hours per shift) **OH:** Occasionally high frequency (repeated for 3+ minutes at a time)

	Attribute	Explanation	Frequency Experienced during typical day	General examples Please provide 2-3 examples to provide context
PERSONAL	Decision making/reasoning	<p>Making good and timely decisions that keep the department moving forward</p> <ul style="list-style-type: none"> - Makes sound decisions, even in the absence of complete information - Relies on a mixture of analysis, experience, and judgement when making decisions - Considers relevant factors and uses appropriate decision-making criteria and principles - Recognises when and reasonable solution will suffice in a timely matter 	Constant	<ul style="list-style-type: none"> • Respond to customer services and business requests • Referring matters to colleagues and other service • Judgment about service interventions • Responding to business requirements as first point of contact • Understanding and considering the significance and impact of decisions on individuals and the organisation
	Rule following	<p>Follows policies and procedures in place to ensure business operations are consistent</p>	Constant	<ul style="list-style-type: none"> • Following safety and service procedures and standards • Awareness of and following operational requirements • Modelling behaviours that reflect the organisational and industry standards and expectations • Recall feedback and information provided by customers • Follow open and closing procedures • Responsible for safety and security outcomes in customer care environment • Providing first point of call resolution for customer service and business requests • Appropriate escalate and transfer matters as required
	Literacy skills	<p>An ability to understand written information, to evaluate arguments about this information and formulate necessary written or verbal response.</p>	Constant	<ul style="list-style-type: none"> • Read and understand written information in English • Identify individual communication needs and adapt style to provide timely information and direction • Writing reports and letters for customers and external stakeholders
	Numeracy skills	<p>The ability to understand numerical information as well as the ability to make logical conclusions</p>	Constant	<ul style="list-style-type: none"> • Basic money handling and calculations (cash and card) • Analyse and interpret statistical information to make decisions • Manage credit card transactions
	Technical literacy	<p>Anticipating and adopting innovations in department-building digital and technology applications</p> <ul style="list-style-type: none"> - Anticipates the impact of emerging technologies and makes adjustments - Readily learns and adopts new technologies 	Constant	<ul style="list-style-type: none"> • Readily learns and adopts new technologies, software, systems, and operating procedures • Proactive management of multiple mailboxes • Using social media and live chat platforms • Access and reference knowledge database, internal and external websites • Maintain proficiency in internal systems and external sources (e.g.: websites and systems) • Use call centre and rostering software
	Coping with pressure and setbacks	<p>Works productively in a high-pressure environment</p> <ul style="list-style-type: none"> - Responds reasonably to difficulty situations - Balances the demands of work life and personal life - Handles criticism well and learns from it 	Frequently	<ul style="list-style-type: none"> • Responds reasonably to difficult situations (challenging stakeholders) • Adapt to changing priorities, varying levels of workload, and time-critical and sensitive responses to staff and leaders • Managing conflict and feedback from patrons, staff and the organisation • Meeting work expectations and timelines • Forward planning and applying workflow to manage service delivery

PERSONAL

Manages complexity	<p>Making sense of complex, varied quantity, and sometimes contradictory information to effectively solve problems</p> <ul style="list-style-type: none"> - Asks questions to accurately analyse situations - Acquires data from multiple and diverse sources when solving problems - Uncovers root causes to problems - Evaluates pros and cons, risks, and benefits of different solution 	Constant	<ul style="list-style-type: none"> • Understanding and managing competing priorities and expectations • Balancing staff, and customer expectations with team capacity • Asks questions to accurately analyse and respond to needs • Research data, analyse and make decisions on operational requirements • Assessing and immediately responding to normal abnormal situations
Manages Ambiguity	<p>Operating effectively, even when things are not certain or the way forward is not clear</p> <ul style="list-style-type: none"> - Deals comfortably with the uncertainty of change - Effectively handles risk - Can decide and act without the total picture - Is calm and productive, even when things are up in the air - Deals constructively with problems that do not have clear solutions or outcomes 	Constant	<ul style="list-style-type: none"> • Deals constructively with problems to do not have clear solutions or outcomes • Deals constructively with unclear customer and business requests • Recognising, accepting, and adapting to the ever-changing needs and services, accepting, and adapting to the ever-changing needs and services • Proactively seeks clarity and understanding from all levels of the organisation • Constructively resolves unclear family, staff, and management issues in a timely manner
Ability to work in isolation	<p>Comfortable working in isolation for prolonged periods of time without the company of others</p> <ul style="list-style-type: none"> - Persists in accomplishing objectives despite obstacles and setbacks - Self-led to achieve results 	Occasionally	<ul style="list-style-type: none"> • Ability to stay self-motivated and work without direct supervision • Ability to manage own workload and activities whilst working flexibly (in office or remotely) • Autonomously researches and identifies activities and tasks • Performs operational activities and tasks alone
Emotional Stability	<p>Stay composed and forward thinking when faced with challenging situations</p>	Occasionally	<ul style="list-style-type: none"> • Deals with customer requests / upset members of the public (in-person, via phone, email) • Remain professional when dealing with internal and external customer requests/ complaints and queries • Demonstrating neutrality and balance in complex situations
Concentration	<p>Has the ability to maintain a broad, receptive attention to a variety of demands.</p>	Constant	<ul style="list-style-type: none"> • Monitor the safety and security of staff and or clients • Follow the checklist and procedures • Active listening / engaging with the customer • Analyse data and information
Persistence	<p>The ability to accept obstacles, discouragement, distraction, or stressful situations</p> <ul style="list-style-type: none"> - Stay committed when faced with adversity - Persevere in pursuit of short and/or long-term goals 	Frequently	<ul style="list-style-type: none"> • The ability to work through unforeseen obstacles, discouragement, distraction, or stressful situations • Engaging with unpredictable individuals, groups, or information. • Engaging individuals and groups with different circumstances and personalities
Nimble learning	<p>Actively learning through experimentation and when tackling new problems by using both successes and failures.</p> <ul style="list-style-type: none"> - Learns when facing new situations - Experiments to find new solutions - Takes on the challenge of unfamiliar tasks - Extracts lessons learnt from failures ad mistakes 	Constant	<ul style="list-style-type: none"> • Researching and trialling new programs for implementation • Adapt to evolving organizational policies procedures, strategies and standards

PERSONAL	Ability to follow and complete instructions given	<p>Appropriately follows instructions from others without unnecessarily challenging authority</p> <ul style="list-style-type: none"> - Follows procedures and policies - Keeps to schedule - Arrives punctually for work and meetings - Complies with legal obligations and safety requirements of the role 	Constant	<ul style="list-style-type: none"> • Complies with legal obligations and safety requirements of the role • Follows reasonable directions set by the leadership team • Seeks clarity on and interprets unclear instructions • Arrives punctually for work, meetings and the roster schedule
	Short term focus and/or attention to detail	<p>The ability to document key pieces of information that are frequently relied upon to perform workplace tasks</p> <ul style="list-style-type: none"> - The ability to transfer information from one source to another and apply it - The ability to focus on a priority task with distractions present - Able to quickly decipher the importance of number of tasks and prioritise accordingly 	Constant	<ul style="list-style-type: none"> • Accurately collating and preparing data for internal and external reporting requirements • Developing accurate information for the public and staff in written and digital forms • Maintaining situational awareness of the customer service environment
SOCIAL	Autonomy	<p>The ability to follow your own approach and while making informed, uncoerced decisions and remain motivated when working autonomously</p>	Constant	<ul style="list-style-type: none"> • Ability to be self-reliant to interact with multiple sources of information, whilst actively listening to and engaging with stakeholders to determine the best advice • Providing service to customers when they arrive • Completing work tasks from daily run sheet • Setting up an event/group activity • Ability to manage technological issues and troubleshoot escalate or resolve
	Ability to work with colleagues/team	<p>Building partnerships and working collaboratively with others to meet shared objectives</p> <ul style="list-style-type: none"> - Works cooperatively with others across the organisation to achieve shared objectives - Represents own views while being respectful to others - Partners with others to get work done - Credits others for their contributions and accomplishments - Gains trust and support of others 	Constant	<ul style="list-style-type: none"> • Ability to liaise and work with Hub Teams as required • Ability to communicate with colleagues as required • Interaction with colleagues is face-to-face, phone email and messaging • Ability to negotiate with customers and stakeholders
	Ability to work with consumers	<p>Anticipating and balancing the needs of multiple customers/stakeholders/clients</p> <ul style="list-style-type: none"> - Understands internal and external customers/ stakeholders/client requirements, expectations, and needs - Considers the interests of multiple customers/ stakeholders/clients - Considers cultural and ethical factors relevant to the situation - Acts reasonably despite conflicting demands of customers/stakeholders/clients 	Constant	<ul style="list-style-type: none"> • Working with the community from all demographics (eg: different ages, cultures abilities, CALD, indigenous, and First Nations and LBGTQI+ people with accessible needs and older adults) to develop programs that meet their needs • Maintaining situational awareness of the customer service environment • Responding to customer service and business requests and interaction with public via face-face in public space, over the counter, phone, email messaging • Supporting occasional group activities/events up to 100 patrons
	Productivity Demands	<p>Understanding the effective and efficient processes to get things done, with a focus on continuous improvement</p> <ul style="list-style-type: none"> - Identifies and follows the processes necessary to get work done - Organises and prioritises activities into efficient workflow - Seeks ways to improve processes 	Constant	<ul style="list-style-type: none"> • Provide timely customer to patrons face-to-face and via phone/email • Dealing with unpredictable members of the public • Monitoring movement, activities and needs of patrons • Managing and communicating the expectations and processes for the Hub service to remain operational
	Resilience/ Ability to manage stress	<p>Rebounding from setbacks and adversity when facing difficult situations</p> <ul style="list-style-type: none"> - Manages pressure - Handles and manages issues effectively - Remain productive despite adversity - Learns from workplace challenges 	Constant	<ul style="list-style-type: none"> • Dealing with unpredictable members of the public • Balancing customer expectations and needs with Hub's ability to deliver services • Ability to self-monitor and seek support as required • Adapting to unplanned and unexpected events

SOCIAL	Ability to manage conflict	<p>Handling conflict situations effectively</p> <ul style="list-style-type: none"> - Works with all parties to reach an agreement and settles disputes equitably - Integrates diverse views and finds common ground and/or acceptable alternatives 	Occasionally	<ul style="list-style-type: none"> • Supporting vulnerable members of the team and community • Dealing with unpredictable members of the public • Ability to self-monitor and seek support to de-escalate conflict as required
	Situational Adaptability	<p>Adapting approach and demeanour in real time to match demands of different situations</p> <ul style="list-style-type: none"> - Readily adapts personal and interpersonal behaviours - Understands that different situations may call for different approaches - Can act differently depending on the circumstances 	Constant	<ul style="list-style-type: none"> • Readily adjust personal behaviour to different audiences, situations, and stakeholders • Maintaining constant awareness of operational priorities • Positively embrace additional and changing tasks and expectations at short notice • Positively embrace an ever-changing service need • Maintaining awareness of Council services, business needs, events and activities