

YARRIAMBIACK SHIRE COUNCIL

POSITION DESCRIPTION

Community Care Support Worker

1. POSITION IDENTIFICATION

POSITION:	Support Worker
DEPARTMENT:	Community Services / CHSP/HACC
AWARD CLASSIFICATION:	Band 2
DATE APPROVED:	August 2017
APPROVED BY:	Chief Executive Officer

2. POSITION OBJECTIVE

To provide practical, home- based support for frail aged people and people of any age with a moderate to severe disability, to assist them to remain at home with dignity and to provide respite and assistance for carers.

3. KEY RESPONSIBILITIES AND DUTIES

- 3.1 Undertake household duties, provide assistance, and carry out tasks as requested or directed by the CHSP/Hacc Co-ordinator to assist Home Care clients maintain a safe living environment.
- 3.2 Perform and assist with household maintenance tasks inside, and where necessary outside ,the clients home including cleaning, changing and making beds, washing and ironing clothes, preparation and cooking of meals, washing of linen, shopping and sweeping.
- 3.3 Carry out other tasks requested by the client and which are assessed as necessary and appropriate by the CHSP/Hacc Co-ordinator.
- 3.4 Provide personal assistance in the home or community including payment of bills, collection of prescriptions, banking, reading/writing of letters, and transporting.
- 3.5 Provide in home respite and assistance to frail older people and people with disabilities

- 3.6 Monitor each clients condition and report client progression/ regression to CHSP/Hacc Co-ordinator.
- 3.7 Assist the client in the learning of new skills or the relearning of old skills necessary to maintain quality of life and independence at home and in the community.
- 3.8 Care for young children through personal care , feeding, and transporting when caring for and supervising a family.
- 3.9 Ensure that all information relating to clients, and the service they receive, remains **CONFIDENTIAL**.

4. **ORGANISATIONAL RELATIONSHIP**

Reports to:	CHSP/Hacc Co-ordinator
Supervises	Nil
Internal Liaison:	Home Care service staff
External Liaison:	Recipients and their carers General Practitioners District nursing staff Staff of other service agencies, shops, banks, & general public Linkages Case Managers.

5. **ACCOUNTABILITY**

- Under the direction of CHSP/Hacc Co-ordinator to provide high quality home based assistance to customers.
- Report on activities of the position on a regular basis or as required on matters of concern.
- Be accountable for the quality and timeliness of work, and care of customers assets.
- Ensure the safety and welfare of all dependent clients whilst in your care.

6. EXTENT OF AUTHORITY

- Undertake tasks requested by the client , listed under the key responsibility areas, as directed by the CHSP/Hacc Co-ordinator.
- Take appropriate action in an emergency.

7. JUDGEMENT AND DECISION MAKING

- Resolve problems relating to work tasks.
- Make autonomous decisions about how work will be performed.
- Make decisions about client and staff safety.
- Guidance and advice are available from CHSP/Hacc Co-ordinators.

8. SPECIALIST SKILLS & KNOWLEDGE

- Housekeeping skills, including safe and competent use of household equipment.
- Understanding of the issues associated with ageing and disability and their carers.
- Experience/skills in day to day care of people with dementia.
- Good knowledge of general first aid.

9. MANAGEMENT SKILLS

- Skills in managing time and ability to work to a roster.
- Ability to identify and report hazards in the work environment.

10. RISK AND OHS MANAGEMENT / STAFF AUTHORITY AND RESPONSIBILITIES

The following authorities and responsibilities are assigned to the levels of management and staff as shown and are based on those in the Occupational Health & Safety Act 2004.

Employees - Occupational Health and Safety

- Comply with all Risk and OHS Management procedures and requirements.
- Work safely and not place at risk the health and safety of other employees, contractors, volunteers or the general public.
- Visually monitor and report risk and safety management issues to your relevant Supervisor or Manager. Assist your Supervisor or Manager to rectify risk and safety issues to make the workplace/worksite safe.
- Ensure asset related damage, hazards or potential hazards are reported to your manager, supervisor or OHS representative.
- Encourage other employees to consider safety factors within the working environment.
- Attend Risk and OHS compliance training as directed.
- Be an active member of your OHS designated working group. Show commitment to risk and safety through participation in formal and informal discussions/ meetings on risk and OHS issues.
- Cooperate with your employer and fellow employees with respect to any action taken by the employer to comply with the OHS Act.
- Attend safety meetings, tool box meetings and safety training as directed by your Supervisor or Manager.

Council Assets Responsibilities

Take reasonable care of any council property or assets that you may use, have access to, or have overall responsibility for. Record and report to your Supervisor/Manager, any damage or potential for damage, to property or assets that you may use, have access to, or overall responsibility for. This may include risks such as accidental fire, arson, storm, flood or security.

11 . INTERPERSONAL SKILLS

- Good oral and written communication skills.
- Ability to discuss and resolve problems by consulting with the client and CHSP/Hacc co-ordinator.
- The ability to gain confidence and/or co-operation from client
- The ability to work as part of a team and offer support to other team members.
- Ability to provide support and comfort and to monitor the emotions and behaviours of the aged and frail, to maintain their health and safety.

12. QUALIFICATIONS AND EXPERIENCE

- Cert 3 in Aged Care
- Understanding of the issues associated with disabilities and ageing.
- Evidence of ability to work independently, and report accurately to supervisor.
- Experience and skills in household tasks.
- Current Victorian Drivers Licence (preferably)
- Must be contactable by phone.

This document describes the main responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described and outlined in this document. All staff are expected to demonstrate behaviours that align with Yarriambiack Shire Council core values and Employee Code of Conduct.

Employee Declaration

I AGREE THIS POSITION DESCRIPTION REFLECTS MY CURRENT DUTIES AND RESPONSIBILITIES.

Signed

Date :