



Position Description

Community Support Worker

Award: West Wimmera Shire Council Enterprise Agreement 2021

Classification: Band 2 or 3 (dependent on qualifications)

Name of Occupant:

Employment Status: Casual

Location: Kaniva, Edenhope or Goroke

Records Only: Document ID Number:

File Number:



Accountability Statement

Under the direction of the Home and Community Services Team Leader, assist with the provision of a range of quality home support services for eligible members of the community requiring support to remain living at home.

Position Objective

- a) Provide a range high quality home support services for the aged, people with disabilities and / or their carers while being respectful of the individual's goals, preferences and choices.
- b) Promote independence, wellness, reablement and social participation to enhance quality of life of all service users

Key Responsibility Areas

General

- a) Ensure that all information relating to consumers, and the service they receive, remains confidential
- b) Strictly adhere to rostered hours and agreed support plan for each consumer. It is the responsibility of the Community Support Worker to follow support plans and notify the Team Leader of any concerns and / or changes
- c) Monitoring of consumer's health and wellbeing and reporting of progress or regression to Community Services Administration Officer
- d) Maintain a safe, hygienic living environment for consumers
- e) Encourage the principles of wellness and reablement by engaging consumers where appropriate, to participate in their care
- f) Assist the consumer 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
- g) Maintain professional boundaries at all times
- h) Attend all staff meetings

Domestic

- a) Household tasks eg: vacuuming and mopping floors, cleaning utility areas (bathroom, toilet, kitchen, laundry) washing and hanging out clothes, bed making and meal preparation to assist the needs of consumers
- b) Undertake shopping, banking and correspondence as required

Personal care (where qualified)

- a) Undertake a range of personal assistance tasks, to assist consumers or carers with their activities of daily living requirements
- b) Assist consumer to maintain personal hygiene (may include bathing, sponging and /or showering)

- c) Assist with dressing and undressing
- d) Assist with toileting tasks
- e) Assist with eating and drinking
- f) Monitoring medication
- g) Assist with prescribed exercise / therapy programs
- h) Assist with fitting aids and appliances
- i) Provide services in a manner that will enhance the wellbeing and self-esteem of the consumer.
- j) Encourage and promote consumer independence and coping mechanisms

Respite (where qualified)

- a) Provision of meaningful respite care in the consumer's home, to assist the consumer's carer to take a break
- b) Respite care may involve – personal care, general home care, assistance with carer tasks when appropriate, maintain the persons involvement in therapeutic programs, social learning activities that enhance their wellbeing, independence, self-esteem and skill development
- c) Social support and companionship
- d) Assist with recreational activities, such as reading, which are appropriate to the consumer's preferences

Transport

- a) Assist consumers to access the community

Risk Assessment

- a) Complete risk assessments, as required and report identified risks
- b) Identify and report possible risks to safety such as frayed electrical cords, faulty appliances and worn floor coverings

Occupational Health and Safety and Risk Management

This position has a responsibility to:

- a) Immediately report to their Supervisor any unsafe conditions or activities, near misses, or injuries in the work place
- b) Stop work on any task which they consider to be unsafe and immediately report the situation to their supervisor.
- c) Assist new employees in the use of proper work procedures and practices

- d) Work in a manner that will not endanger themselves or any other person
- e) Use personal protective clothing or equipment as provided
- f) Report any defective/damaged personal protective clothing, equipment or gear
- g) Comply with instructions given by a Supervisor or OHS Coordinator pertaining to the use of personal protective clothing, equipment or gear or any matter in relation to Health and Safety
- h) Not to interfere with anything that has been provided in the interest of Health and Safety in the business unit
- i) Not engage in any occupations that require a certificate unless the relevant certificate or permit is held and they have been approved by WWSC to carry out such work
- j) Not attempt any task unless they are capable and competent to carry out the task
- k) Actively participate in Council's rehabilitation and return to work programs if you are injured

Child Safe Standards

West Wimmera Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.

All staff must adhere to Council's Child Safe Policy and procedures and ensure that any reasonable suspicion of abuse to children or young people is reported.

Accountability and Extent of Authority

- a) Responsible for assistance in the consumer's household and referring the consumer to external agencies where appropriate
- b) Report operational and functional issues to the Community Services Administration Officer, with recommendations
- c) Observe all policies and recognised standards relating to the responsibilities of the position
- d) Commitment to maintaining confidentiality and privacy of consumer information and records at all times

Judgment and Decision Making

- a) Work activities are routine and are clearly defined
- b) Minor problem solving relating to defined work tasks may be required
- c) Prioritisation of tasks to ensure efficiency and effectiveness of work undertaken

Specialist Skills and Knowledge

- a) Awareness of and support for the philosophies of healthy ageing and independent living
- b) Ability to prioritise time and organise work according to directed tasks
- c) Observation and reporting skills
- d) Demonstrated ability to maintain confidentiality and privacy
- e) Basic administrative skills in completion of time sheets, hazard management reporting and consumer feedback forms

Management Skills

- a) Time management skills and the ability to plan and organise one's own work

Interpersonal Skills

- a) Ability to communicate effectively and empathically with all consumers
- b) Ability to cooperate and communicate effectively with other members of the community support team

Conditions of Employment

- a) As part of West Wimmera Shire Council's recruitment and selection process, a Pre-employment medical assessment, satisfactory Police Check and Working with Children's Check (Vic) is required for this position
- b) Current Drivers Licence
- c) Ongoing training is required
- d) Current First Aid Certificate

Key Selection Criteria

- a) Certificate III Individual Support, or progression towards
- b) Experience and knowledge of community care programs available to support people to live independently
- c) Demonstrated time management and organisational skills

Organisational Relationships

Reports to:	Community Services Team Leader
Internal Liaisons:	Community Services Administration Officer
	Community Support Workers
	Customer Service Staff
	LAHA Officer/ Regional Assessment Officer

External Liaisons

Residents of the Shire

Health Care Providers including District Nursing, discharge planners, post-acute care coordinators and allied Health team

Home care package providers / case managers

Department of Health & Human Services

Department of Health

Externally contracted service providers

Equal Opportunity

West Wimmera Shire Council offers a work environment free from discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment

Privacy and Confidentiality

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Information Privacy Act, the Health Records Act and Council's Confidentiality policies.

Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at the Shire for any purpose other than the discharge of official duties.

Personal Health Information

Personal and Health Information collected by Council is used for recruitment and if the applicant is successful will be used for Human Resources. The Personal and Health Information will be used solely by Council for this purpose and/or directly related purposes. Council may disclose this information to other organisations if required by legislation. The applicant understands that the Personal and Health Information provided is for the above purpose and that he or she may apply to Council for access to and/or amendment of the information after finalisation of the appeals process. Information relating to unsuccessful applicants may be destroyed by Council after 12 months from this time. Requests for access and/or correction should be made to Council's Privacy Officer.

Employee Approved

PD Review Date	Name	Signature

Approved By

PD Review Date	Position	Name
March 2021	Community Services Team Leader	Kaye Robinson
March 2021	Human Resource Manager	Janet Watt