

## Position Description

### Support Assistant – Community Care

Directorate	Corporate and Community Services
Location	West Wyalong Community Care Centre Ungarie Road, West Wyalong
Classification/Grade/Band	Grade 7
Position Code	2215 – Part time
Date Position approved	31 August 2015

#### Primary purpose of the position

To assist the Community Care Coordinator and to work with clients to maintain their independence while living in their own homes for as long as possible.

#### Key accountabilities

Within the area of responsibility, this role is required to:

- Provide personal care and assist in the social activities to ensure services provided are person centred and include a wellness and reablement approach.
- Complete domestic tasks ensuring all areas are cleaned to a high standard.
- Use and store domestic chemicals following Council policies and legislative requirements.
- Set up for Activities or functions ensuring activity room is left clean and tidy at the end of each session.
- Deliver services to clients at the times allocated on rosters and in line with relevant policies and procedures.
- Observe and report on changes in clients' health and daily living needs improving service delivery.
- Protect and maintain confidentiality and privacy of client information in accordance with legislation and policies and procedures.
- Work without direct supervision in clients' homes being aware of risks and hazards, reporting any hazards or potential hazards to the Community Care Coordinator.
- Respond to unexpected situations/incidents/safety issues that may occur at the workplace (eg client's homes, travelling) maintaining a positive client experience and quality level of service.
- Assist with the organising of special events enhancing service delivery and the image of Council.
- Attend regular training and education.
- Attend monthly scheduled staff meetings as advised by the Community Care Coordinator.
- Maintain up to date and accurate client progress notes.
- Acknowledgement of Council's policies and procedures.
- Provide and transport clients to appointments, shopping and social outings as per support plan.
- Follow customer support plan to effectively deliver agreed services.
- Maintain appropriate and healthy boundaries, modelling positive and healthy behaviours.
- Carry out other duties that are within the limits of the employee's skill, competence and training.

## WHS Responsibilities:

- Read and comply with all WHS policies and procedures in relation to your WHS roles and responsibilities
- Immediately report all hazards and incidents, following the appropriate processes
- Work in a manner that will not endanger yourself or any other person.
- Assist new employees in the use of proper work practices and procedures.
- Use personal protective equipment clothing or equipment (PPE) provided as instructed by your supervisor and report any defective or damaged PPE.
- Not attempt any task unless you are capable and competent to carry out the task.
- Participate in rehabilitation and return to work programs if required
- Comply with Corporate record keeping requirements.

## Key internal relationships

Who	Why
Team members	Negotiate task priorities Ensure safety and quality standards are met
Coordinator Community Care	Liaise to clarify tasks and priorities Manage and escalate issues as appropriate
Team Leader – Community Care	Liaise to clarify tasks and priorities Manage and escalate issues as appropriate

## Key external relationships

Who	Why
Community	Maintain a friendly, professional and positive council presence Ensure public safety at all times Ensure confidentiality at all times

## Selection requirements

Criteria:
<b>Essential Criteria:</b> Certificate III in Individual Support (or willingness to enrol and complete this course), or qualifications and experience in a similar role Class “C” driver licence Current National Police Check and Working with Children Check Current Provide First Aid Certificate and CPR Own a roadworthy, well maintained and tidy vehicle, available for use in day to day duties Current Comprehensive Car Insurance
<b>Highly Desirable Criteria:</b> Basic Administration Skills NDIS Worker Screening NDIS Worker Orientation Module
<b>WHS and EEO</b>

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Sound understanding of and commitment to EEO and WHS principles and practices, along with Council values

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**Key Physical Requirements** (Key = Occasional 1-33%, Frequent 34-66%, Constant 67-100%)

Frequent standing	Frequent kneeling
Frequent walking	Frequent driving
Frequent reaching waist level/below waist level	Occasional reaching overhead
Frequent bending/stooping	Occasional trunk rotation
Frequent squatting/crouching	Occasional sitting

**Immunisation Requirement**

This position has been identified by Bland Shire Council's Work Health and Safety Committee as being at high risk of coming into contact with potential sources of infection as part of the normal duties. Therefore, under Council's Staff Vaccination Policy it is required as a condition of employment that position holders are immunised against Influenza, Hepatitis A and B to protect them against possible exposure to these viruses. This process must be initiated within 1 month of employment with immunity gained within 6 months of employment to retain the position.

**National Criminal Records Check (NCRC)**

This role is identified as a position which will require you to have a valid NCRC (National Criminal Records Check). In the event that there is any change to your NCRC (National Criminal Records Check) clearance, you are obliged to report this to your Supervisor immediately





**Working With Children Check**

If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working With Children) Act 2012*, the *Child Protection (Working With Children) Regulation 2013* and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your Supervisor immediately.

## Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Foundational
	Display Resilience and Adaptability	Foundational
	<b>Act with Integrity</b>	<b>Foundational</b>
	Demonstrate Accountability	Foundational
 Relationships	Communicate and Engage	Foundational
	<b>Community and Customer Focus</b>	<b>Intermediate</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Create and Innovate	Foundational
	<b>Deliver Results</b>	<b>Foundational</b>
 Resources	Finance	Foundational
	<b>Assets and Tools</b>	<b>Foundational</b>
	Technology and Information	Foundational
	Procurement and Contracts	Foundational

## Core Capabilities

- Act with Integrity: Be honest, ethical and professional, and prepared to speak up for what is right
- Community and Customer focus: Commit to delivering customer and community focused service in line with strategic objectives
- Deliver Results: Achieve results through efficient use of resources and a commitment to quality outcomes
- Assets and Tools: Use, allocate and maintain work tools appropriately and manage community assets responsibly

