



POSITION DESCRIPTION

Casual Community Support Worker

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| POSITION | Casual Community Support Worker |
| EMPLOYMENT CONDITIONS | <i>QLD Local Government Industry Award (Stream B) – State 2017</i> <i>Richmond Shire Council - Certified Agreement 2018</i> <i>Queensland Employment Standards</i> |
| SECTION / DEPARTMENT | Community Services |
| LOCATION | Richmond (may be required to work across the Shire) |
| REPORTS TO | Director of Community Services and Development |

POSITION OBJECTIVE

To provide diverse support across the Community Services Department. This position requires autonomy and a large degree of flexibility.

KEY DUTIES AND RESPONSIBILITIES

Key duties and responsibilities include, but are not limited to:

Aged Care

- In accordance with the clients' Care Plans and program requirements, provide in-home support to contract clients through performing or assisting clients to perform the following duties:
 - Washing and ironing
 - House cleaning
 - Preparation of meals
 - Assistance with the telephone calls
 - Assistance with shopping
 - Attend appointments
 - Personal care services (e.g. assistance with bathing, toileting)
- Home visiting to provide social contact
- Provide excellent customer service to internal and external customers, with a focus on providing clients with high-quality care and services treating clients with respect, and being mindful of their dignity, self-esteem and right to privacy
- Develop, maintain and apply a sound working knowledge of workplace health and safety requirements, including identifying, reporting and resolving potential hazards in the client's home, working in a safe manner, reporting incidents as appropriate, and apply safe manual handling procedures

- Maintain appropriate records and documentation (e.g. Home Records Sheet; Incident Report Forms)
- Communicate promptly with the Aged Care coordinator and other relevant staff on client issues, activities, equipment needing repair etc.
- Effectively and proactively perform as a member of both the immediate team and corporate team, including willingness to assist outside the direct area of responsibility
- Contribute to the continuous improvement of Council's policies and processes
- Undertake continuous improvement of all aspects of personal work performance

Outside of School Hours Care

In a learning capacity assist the OSHC Co-ordinator in:

Supervision

- Be fully aware of and attentive to children's needs.
- Know where each child under supervision is at all times.
- Provide effective group supervision and exercise effective group management with children in a calm and civil manner.
- Follow and implement appropriate and positive behaviour management/ support strategies.
- Use appropriate discipline and or negotiation with children as required.
- Report constant misbehaviour problems to the Co-ordinator.
- Use discretions when supervising children's games – think of safety first and do not permit games that may endanger the children in any way.
- Join in children's games with enthusiasm and ensure all children can be included in the game if they choose.
- Encourage children's abilities and interests.

Service Delivery

- Understand and implement the service philosophy and goals.
- Support the service routine and program.
- Understand your Duty of care.
- Discuss issues that may arise with Co-ordinator during shift that may affect the programs operations.
- Participate in service's risk management procedures and implement safe work practices at all times.
- Adhere to the respective dress code and the uniforms of the service.
- Demonstrate knowledge and understanding of all service policies and procedures.
- Implement all relevant aspects of the service policies and procedures.
- Report all accidents / illness to the Co-ordinator immediately and record the details of this and any ensuing medication administering necessary.
- Seek to ensure that any misunderstanding is cleared up immediately to provide continuity on the OSHC environment.
- Follow the Co-ordinators instructions at all times – be adaptable to change.

- Support the Co-ordinator with all tasks – use initiative and advise the Co-ordinator if supplies are running low.
- Actively participate in the centre's quality assurance policies and processes.
- Respect the confidentiality of all families should you have access to their personal information – never share this information in an unprofessional context.
- Familiarise yourself with the legislation for childcare – follow and implement these standards.
- Show concern for punctuality and be commencing work at the start of your shift.
- Be flexible to meet the needs of the service.
- Use initiative and plan arts and crafts in advance.

Teamwork

- Provide assistance and support to staff members as required.
- Follow the directions of the Co-ordinator and be able to ask for advice or assistance when needed.
- Adopt a positive attitude to your duties, the team the environment and to the quality of activities and care provided for the children.
- Attend staff meetings as required.

Communication

- Communicate with other staff regularly regarding the children.
- Greet parents in a friendly and courteous manner.
- Frequently share positive information with the parents about the child's day.
- Always inform parents when an accident or incident has occurred which involves their child.
- Seek assistance from senior staff should managing situation prove difficult.
- Communicate with the children in a caring and compassionate manner. Be attentive and understanding of each child's individual needs.
- Model appropriate behaviours for the children and other adults at all times.
- Share your ideas with the Co-ordinator so they can be incorporated into programming

WORKPLACE HEALTH AND SAFETY RESPONSIBILITIES

All workers have a duty to familiarise themselves with and comply with statutory and Richmond Shire Council Workplace Health and Safety (WHS) requirements, including the WHS Management System, and WHS policies, procedures and work instructions.

In fulfilling this duty, workers are to:

- Take reasonable care for their own health and safety
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons

- Cooperate with all reasonable instructions, policies and procedures of Council, and follow safe work practices
- Identify hazards, conduct risk assessments, and take corrective actions to eliminate hazards where possible in the workplace, and/or report hazards and risks promptly to their Supervisor
- Establish and maintain a high standard of housekeeping and cleanliness within individual work areas and on Council property generally
- Report promptly to their Supervisor and assist with the investigation of all incidents within the workplace, including minor injuries, near-miss incidents and property damage.
- Report any incidents of bullying and/or harassment in the workplace promptly to their Supervisor or higher management
- Attend Weekly Staff Meetings and workplace health and safety training as required
- Correctly use and maintain tools, equipment and vehicles/plant
- Report any worn out or defective tools or equipment or problems regarding tools and equipment promptly to their Supervisor
- Correctly use and maintain all personal protective clothing and equipment supplied by Council
- Report any worn out or defective equipment or problems regarding Personal Protective Equipment promptly to their Supervisor
- Operate equipment and machinery with guards and safety controls operating and in place at all times
- Report promptly to their Supervisor if the employee does not have appropriate ticketing, licensing or training to undertake any designated task
- Report all problems with plant and equipment promptly to their Supervisor
- Report all problems with manual tasks, including signs of discomfort, promptly to their Supervisor
- Be familiar with the location of first aid kits, fire safety equipment, evacuation procedures, assembly points and key WHS personnel (e.g. Health and Safety representatives, Fire Wardens, First Aid Officers)
- Participate in workplace health and safety activities such as inspections, investigations, evacuation drills, meetings and risk assessments as required from time to time
- Report promptly to their Supervisor any physical or psychological conditions that may affect their ability to safely perform their duties
- Assist in the return to work process for themselves or any work colleagues following injury
- Do not misuse or interfere with anything which is provided in the interests of workplace health and safety
- Participate in workplace health and safety consultation meetings to discuss workplace safety in the department, in accordance with the *Consultation, Cooperation and Coordination Code of Practice 2011*.

OTHER AREAS OF COMMUNITY SERVICES

- Complete other duties as required, which may be for other work sections of Richmond Shire Council
- Perform cleaning duties to Council infrastructure as directed by the supervisor
- Carry out duties impartially and with integrity, and with the overall aim of enhancing the reputation of Council

KEY SELECTION CRITERIA

1. Demonstrated experience or interest in aged care services and Child Care Services
2. Certificate III in Individual Support or experience in the aged care industry
3. A current class C manual driver's licence and own vehicle.
4. Ability to obtain and pass a National Police Check.
5. Current First Aid and CPR Certificates, or willingness and ability to obtain
6. Demonstrated understanding of the aged care industry and principles relevant to the delivery of aged care services
7. Demonstrated ability to rapidly acquire sound knowledge of and adhere to Richmond Shire Council policies and procedures and relevant legislation.
8. Demonstrated commitment to excellent customer service, and the ability to respond to customer requests in a professional and patient manner.
9. Well-developed verbal communication and interpersonal skills, and sound written communication skills for basic record- keeping.
10. Demonstrated ability to work effectively within a team, work unsupervised, establish work priorities and meet deadline.

OTHER REQUIREMENTS AND CONDITIONS

- Domestic work in clients' homes, and lifting of household items and equipment will be required
- Some assistance in lifting and moving clients will be required
- Travel using a personal Vehicle will be required
- Travel to and participation in training and vocational courses may be required to develop and maintain skills
- The employee may be required to be vaccinated and receive booster injections as appropriate (e.g. Hepatitis)

PERFORMANCE STANDARDS

- All assigned tasks are completed professionally and within specified timeframes, and to required standards

- A high standard of customer service is provided to internal and external customers, with a courteous and professional manner displayed, quality care to clients, and effective follow-up to resolve enquiries
- High level of participation, commitment to and concern for both the immediate team and corporate team, including willingness to follow directions, assist others, be punctual and reliable in attendance
- High level of confidentiality maintained
- Work is performed in a safe manner
- Neat and tidy appearance and appropriate attention to hygiene
- Good housekeeping of work areas
- High level of commitment to continual improvement of Council's policies and processes
- High level of commitment to continual improvement of person work performance
- Effective, efficient and economical management of public resources
- Effective recording-keeping
- Effective use of judgement and initiative
- Council's Policies and Procedures and relevant legislation are adhered to
- Other targets as outlined in the Performance Review are achieved

DELEGATED AUTHORITY

- Nil

INTELLECTUAL PROPERTY

Any literary work, computer program, invention, design, patent, copyright, trademark, photograph, diagrams, image, improvement or idea discovered, developed or produced by the employee in the course of employment is the sole property of Council and Council shall unless otherwise agreed have the exclusive right to use, adapt, patent and otherwise register it.

The employee following discovery, development or production of any literary work, computer program, invention, design, patent, copyright, trademark, photography, diagram, image, improvement or idea, shall immediately report it to Council to enable Council to ascertain whether it was discovered, developed or produced wholly outside and wholly unconnected with the course of employment.

The employee hereby assigns to Council by way of future assignment all copyright, design, design right and other property rights (if any) in respect to any literary work, computer program, invention, design, patent, copyright, trademark, photograph, diagram, image, improvement or idea developed by the employee in the course of employment.

The employee agrees that he/she will at the request and expense of Council complete all necessary deeds and documents and take all action necessary to vest any literary work, computer program, invention, design, patent, copyright, trademark, photograph, diagram, image, improvement or idea developed by the employee in the course of employment and obtain for Council the full benefit of all patent, trademark, copyright and other forms of protection throughout the world.

INFORMATION MANAGEMENT

The employee will comply with and effectively implement all legislative requirements and relevant Council Policies and Procedures pertaining to the collection, storage, use, disclosure, distribution and transfer of information, documentation and records that the employee produces, collects or is otherwise exposed to or becomes aware of through their employment with Council. With regard to personal information, the employee will collect only that information which is needed for a lawful purpose related to Council's functions; issue verbal and/or written Collection Notices for the collection of personal information; and maintain current and accurate records. In addition, the employee will not intrude unreasonably on an individual's private life or use illegal or unfair means to collect personal information, and will otherwise comply with the *Information Privacy Act 2009* and Council Policies and Procedures.

The employee will not divulge any confidential information about Council either during or after the term of their employment with Council.

"Confidential information" shall include any and all confidential information, data, reports, operations, dealings, records, materials, plans, statistics, finances, or other agreements and things (other than that which is already in the public domain), whether written or oral and of whatever type or nature relating to property, assets, liabilities, finances, dealings or functions of Council or any undertaking from time to time carried out by Council.

AUTHORISATION

Director: Peter Bennett – Chief Executive Officer

Signature: _____

Date Originated: July 2021

Date Reviewed: 19 July 2021

Employee Name: _____

Employee Signature: _____

Dated: _____