

## POSITION DESCRIPTION

### COMMUNITY CARE OFFICER

#### POSITION OVERVIEW

To assist as directed in the provision of personal & community support care services to Clients of Council within an established and agreed framework according to individual care plans. This role will also include NDIS participants.

Employment Location:	Alpha Jericho and/or Aramac Muttaborra; Regional Work and travel as required.
Industrial Instruments:	Queensland Local Government Industry (Stream A) Award – State 2017; Barcaldine Regional Council Certified Agreement 2022.
Classification Level:	Minimum Level 2.1.
Position Status:	Full Time Ongoing; Subject to Council’s capacity to Pay, Funding and Employee Performance.
Accountable To:	Directly to the Senior Community Care Coordinator; Directly to the NDIS Coordinator (in relation to NDIS Participants); Interacts with Chief Executive Officer (CEO), District Managers, Senior Management and Support Staff; Other Stakeholders and Members of the Public;  Work is performed under general supervision.
Supervisory Responsibility:	Supervision and direction of other employees may be required.

## KEY OUTCOMES AND RESPONSIBILITIES OF POSITION

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The key duties and responsibilities include and are not limited to:

### General responsibilities:

- Provide direct care service requests to clients of Community Care Services according to individual care plans. This may vary and include duties such as:
  - Domestic Assistance.
  - Home Maintenance.
  - Personal care.
  - Social support.
  - Transporting of clients depending on the needs of the client.
- Perform duties in a professional and compliant manner in accordance with:
  - Councils Programs and Aged Care Quality Standards
  - NDIS Quality standards.
  - Program guidelines.
  - Barcaldine Regional Council.
- Support and present Community Care Services policies and processes, and according to individual care plans and work lists, discussing with the Senior Coordinator any points which are not clear.
- Provide assessment and re-assessment of new and existing clients of Council to both design and review individual, goal-based Care Plans
- Data entry and management, utilising systems and programs including but not limited to eTools notes, producing high quality and accurate documentation as and when required or directed. Monthly collation of data to be checked, monitored, and entered centrally with high-level office administration and organisation duties.
- Engage with and develop activities for participants in social and group activities based within the community and at the community care centre.
- Ensure hours of service provision are recorded after each working session and ensure timesheets are signed daily on completion of work.

### Internal/External stakeholders:

- Observe the condition of the client, within the scope of your skillset, and report any changes to the relevant Team Leader, completing the required documentation in a timely manner.
- Respect each client, maintaining their confidentiality and privacy and ensuring that they are treated with dignity, including:
  - Listening to client's requests and discuss fully with them their requirements or queries.
- Effectively solve problems and potential disputes in an empathetic and effective manner when required.

- Successfully maintain a strong client focus and provide superior client service to ensure all stakeholders receive satisfactory outcomes from their dealings with Council.
- Involve other staff as required in a productive and positive manner so the service is supplied, and continuous improvement is embraced.
- Cooperatively work in a team environment, exchange information, gather ideas and collaborate with all internal and external stakeholders as required to ensure open and clear communication is maintained between staff, management and other departments.

#### **Health and Safety:**

- Successfully participate and attend educational programs and meetings as requested by the Senior Coordinator and acquire relevant Training and Certification in accordance with legislative requirements as well as Council's Policies and Procedures.
- Maintain sufficient knowledge and understanding of relevant legislation, Council's systems, programs, processes, and procedures in order to effectively undertake the responsibilities of this position.
- Promote safe working practices and successfully maintain a safe work environment in which Clients of Council (and Carers) feel safe and comfortable.
- Perform as directed other duties that are within the limits of your skill, competence, and training.

#### **SKILLS, KNOWLEDGE, EXPERIENCE AND QUALIFICATIONS**

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The appointee will hold relevant Licences, Qualifications and experience related to this Position including:

##### **Essential**

- Certificate III in Aged Care / Individual Care / Disability Care or able to demonstrate equivalent related experience and be willing to complete the Certificate.
- A current, lawful First Aid Certificate including Cardiopulmonary Resuscitation Accreditation from Council Approved Certificate Issuers (HLTAID001, HLTAID002 and HLTAID003).
- A current Disability Services Positive Notice Card (Yellow Card) or Working with Children Check (Blue Card).
- A current, lawful Queensland Class "C" Car Driver's Licence.
- Be willing to undergo a National Criminal History Check.
- Relevant vaccinations in line with Council's vaccination requirements for Community Care Services Employees.
- Sound computer skills with experience using Microsoft Office Suite, records management systems and online client reporting systems; and
- Knowledge and a basic understanding of/or have an assessed capacity to obtain an understanding of the Aged Care Sector and relevant legislation.

##### **Desirable**

- Previous experience in a similar position will be highly regarded but not mandatory.

- Certificate IV in Aged Care/Individual Care/Disability Care or other relevant qualifications in a Social Welfare/Human Services/Disability or Health discipline.

## SELECTION CRITERIA

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Selection will be based on an Assessment of any Applicant's ability to demonstrate their successful past performance, or their perceived abilities to be able to successfully perform and deliver services:

- Certificate III in Aged Care / Individual Care / Disability Care or able to demonstrate equivalent related experience and be willing to complete the Certificate; including:
  - Current First Aid Certificate.
  - Cardiopulmonary Resuscitation Accreditation.
- A current Queensland Class "C" Car Driver's Licence.
- Knowledge and a basic understanding of the Aged Care and NDIS Sector and relevant legislation with past experience delivering general and personal services support.
- Demonstrated ability to work under limited supervision whilst retaining client privacy and confidentiality as well as exercising initiative, judgement, and the ability to plan and manage own time.
- Demonstrated ability to cooperatively work in a team environment, contributing positively to team operations; and
- Demonstrated understanding of how to maintain a safe working environment, and commitment to Workplace Health and Safety policies and procedures.

## PHYSICAL REQUIREMENTS

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### Physical Demand Category

- Sedentary Work
- Light Duty – Occasional lifting/ carrying of objects weighing up to 5kgs
- Medium work – Occasional lifting/ carrying of objects weighing up to 10kgs
- Heavy work – Occasional lifting/ carrying of objects weighing up to 20kgs

### Audio Visual Demands

- Peripheral Vision
- Hearing
- Depth Perception
- Colour Discrimination

### Specific Actions Required This

job may include:

Standing/Walking	Sitting	Driving
<input type="checkbox"/> None	<input type="checkbox"/> None	<input type="checkbox"/> None

<input type="checkbox"/> Occasional	<input type="checkbox"/> Occasional	<input type="checkbox"/> Occasional
<input type="checkbox"/> 1-4 Hours	<input checked="" type="checkbox"/> 1-4 Hours	<input checked="" type="checkbox"/> 1-4 Hours
<input checked="" type="checkbox"/> 4-6 Hours	<input type="checkbox"/> 4-6 Hours	<input type="checkbox"/> 4-6 Hours
<input type="checkbox"/> 6-8 Hours	<input type="checkbox"/> 6-8 Hours	<input type="checkbox"/> 6-8 Hours

**Work Environment**

Attribute	Yes	No
Chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dampness	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fumes/Gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heat/Humidity	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**This job will require the following:**

Action	Frequent	Occasional	None
Bending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Twisting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Repetitive Motions**

- Simple Grasping
- Fine Manipulation
- Pushing and Pulling
- Finger Dexterity
- Foot Movement

**ACKNOWLEDGEMENT**

This position description is subject to change from time to time as Council’s operational needs change and/or the organisation may be developed or restructured. Any such change shall be the subject of consultation with the position incumbent and others as may be deemed necessary or desirable. Further, it has been designed to indicate the general nature and level of work performed by employees within this classification and is not to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

<b>Authorised By:</b>	Chief Executive Officer
<b>Signature:</b>	
<b>Date:</b>	
<b>Employee Name:</b>	
<b>Employee Signature:</b>	
<b>Date:</b>	