

POSITION DESCRIPTION

Position Details

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| Position Title: | Support Worker |
| Award Classification: | Aged Care |
| Employment Conditions: | Queensland Local Government Industry (Stream B) Award – State 2017 |
| Department / Branch: | Community Services & Wellbeing / Community Care |
| Principal Location: | Shire Office, Hughenden |
| Reports to: | Community Care Team Leader (or as directed) |
| Direct Reports: | Nil |

Flinders Shire

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| Our Vision: | Flinders Shire – a place of discovery, opportunity and lifestyle | |
| Our Mission: | To promote quality of life through leadership, attitude and respect | |
| Our Values: | <ul style="list-style-type: none"> • A Caring Philosophy • Pursuit of Excellence • Teamwork • Local Ownership | <ul style="list-style-type: none"> • Communication • Leadership • Recognition |

Council Structure

Office of the Chief Executive Officer

- Investment, Attraction & Economic Development
- Executive Support
- Human Resources

Corporate & Financial Services

- Financial Control
- Information & Communication Technology
- Business & Customer Services
- Governance & Regulatory Compliance
- Workplace Health & Safety

Community Services & Wellbeing

- Community Development & Engagement
- Tourism
- Community Care
- Regional Marketing & Promotion
- Media / Communications

Engineering

- Open Spaces & Community Assets
- Asset Management
- Project Management
- Roads & Infrastructure

Position Objective

Community Care Support Workers are responsible for providing care and support to eligible clients of the Community Care Program to achieve their individual goals and live independently in the community.

As a representative of Council, demonstrated professionalism and a commitment to a high level of service and continuous improvement in the best interest of Council and the Community are essential.

Key Responsibilities

Support Services

- Assist clients with a range of activities including:
 - Support with personal hygiene, grooming and presentation
 - General household cleaning and environmental maintenance tasks
 - Social engagement activities in the home and/or local community
 - Engagement in activities to support maintenance or improvement of health and wellbeing
- Carry out activities as specified in Client Support Plans and service agreements, with some flexibility to meet the expressed wishes of the client within a delegated level of responsibility
- Maintain commitment to the rights of clients by maintaining confidentiality, respecting the values, customs, preferences and spiritual beliefs of clients and their families/carers, and acting in such a way that the rights of clients are protected
- Ensuring appropriate type and level of support to clients by:
 - Being aware of the client's current circumstances and needs
 - Encouraging and supporting clients to continue interests, friendships and social interactions
 - Encouraging the clients' independence and reinforcing their capacities
 - Advising the Supervisor of any changes in the client's circumstances or needs
- Maintain skills through participation in education and developmental activities as directed by the Team Leader

General

- Consistently complete allocated tasks to a high standard and within agreed timeframes
- Undertake other tasks up to and including your competency and level
- Actively promote the values of the organisation to staff
- Actively participate in identifying, recommending, developing and implementing measures through which allocated tasks and responsibilities may be carried out more effectively and efficiently

Administration

- Ensure general administration and records management requirements are being met
- Provide courteous and professional customer service to internal and external customers and conduct all transactions in an ethical and efficient manner
- Contribute positively to a supportive team-based work environment and participate in team meetings and training sessions as required
- Ensure that requests are acted on and reported upon in accordance with Council Policy
- Keep your supervisor/manager appropriately and adequately informed on the current state of activities relevant to your role and to highlight in advance any points likely to influence Council operations or relations with ratepayers and/or the public
- Maintain a personal time management system to ensure deadlines are met; to ensure that other staff of the Council are given due notice and time to comply with deadlines so that their own personal planning is not inconvenienced

Organisational Continuous Improvement & Quality Management

- Willingness and ability to adapt to challenge and opportunities:
 - changing workforce capabilities through multiskilling, succession planning, knowledge management
 - changing technologies and operational procedures by expanding your knowledge of future trends and required competencies
- Willingness and ability to set the example and live the values
- Willingness and ability to advocate a positive and constructive organisational culture
- Willingness to accept responsibility for your own actions and decisions, and to be held accountable for such
- Willingness and ability to integrate the competing demands of work, home, community and self

Corporate Responsibilities

All employees are bound by the *Queensland Local Government Act 2009* to act with integrity, and in a way that shows proper concern for the public interest. All employees are responsible for acting in accordance with the Flinders Shire Council Code of Conduct and other relevant policies, procedures and protocols as may be applicable to the role.

Workplace Health & Safety

All workers have a duty to familiarise themselves with and comply with statutory and Flinders Shire Council Work Health and Safety (WH&S) requirements, including the WH&S Management System, and WH&S Policies, Procedures and work instructions.

In fulfilling this duty, workers are to:

- Take reasonable care for his or her own health and safety.
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person in control of the business or undertaking (PCBU) to allow the person to comply with the *Work Health and Safety Act 2011* (e.g. wearing of Personal Protective Equipment as instructed).
- Cooperate with any reasonable Policy or Procedure of the PCBU relating to health or safety at the workplace that has been notified to workers (e.g. reporting of incidents).
- Participate in the consultation and communication processes as prescribed in the *Consultation, Cooperation and Coordination Code of Practice 2021*.

Other Requirements

- This position operates from Council's Administration Office in Hughenden, however, may be required to travel within the Local Government Area and work outside of standard business hours to meet the requirements of the role.
- Travel (including outside of normal hours) to attend training may be required
- The incumbent must be:
 - prepared to work flexible hours to meet the requirements of the position;
 - willing to obtain a 'Suitability Card' to enable the incumbent to work with or supervise people less than eighteen (18) years of age if required;
 - medically fit and physically capable to meet requirements of the position;
 - Prepared, if required, to undertake a medical assessment by Council's medical practitioner; and
 - Prepared, if required, for Council to undertake a Criminal History Check

Organisational Relationships and Delegations

Internal: Community Services & Wellbeing Team and other portfolios across Council

External: General public, clients, carers, family members, contractors, suppliers, government departments and allied health workers

Delegations: The Support Worker works under limited direction, has the skills to manage time and organisational priorities. This position has delegated decision making and purchasing authority in accordance with Council's Delegation Register and Procurement Policy.

Selection Criteria

Essential

1. Demonstrated experience or interest in aged care services and an understanding of the Aged Care industry, or ability to rapidly acquire sound knowledge of.
2. Demonstrated commitment to excellent customer service, and the ability to respond to customer requests in a professional and patient manner
3. Demonstrated ability to take responsibility for work activities and act with initiative to deliver tasks on time, including competing priorities while working autonomously and within a team.

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4. High level of communication and interpersonal skills with the ability to develop effective professional partnerships across diverse stakeholders including vulnerable and/or disadvantaged individuals, their carers and advocates.
 5. Demonstrated ability in developing and maintaining community networks and confidently engaging clients within the community.
 6. Current unrestricted C Class drivers' licence
 7. Minimum Certificate III in Aged Care or willingness to obtain within first 12 months of employment.
 8. Commitment to uphold Council's Code of Conduct, Workplace Health and Safety and Anti-Discrimination policies.

Desirable

9. Willingness to complete and obtain pre-employment checks including National Police check and a NDIS or Queensland disability worker screening clearance, and a blue or exemption card
10. Current CPR and First Aid certificate, or willingness to obtain.

Current LR Class drivers' licence.

Authorisation

Position Approved By: Barbra Smith, Director of Community Services & Wellbeing

Signature: _____ **Date:** 20/09/2024

Receipt and Acknowledgement

I, _____ have received a copy of the attached position description. I have read this position description, and I understand all my job duties and responsibilities. I further understand that my duties may change on a temporary or regular basis according to the needs of the Council without it being specifically included in the position description. I will be notified of these changes in writing and have an opportunity to ask any questions with my immediate supervisor. I have discussed any questions I may have about this position description prior to signing this form.

Employee Signature: _____ Date: _____