POSITION DESCRIPTION

POSITION TITLE:	**Direct Care Worker**
DIVISION:	**City Services & Living**
DEPARTMENT:	**Community Health & Wellbeing**
SECTION:	**Home Support Services**
CLASSIFICATION:	**Band 3**

POSITION OBJECTIVES:

The key objectives of the position are:

- Support older people and people with disabilities to remain living at home
- Work with clients and their carers to achieve their identified goals, enhance independence and optimise quality of life
- Provide support for residents within their homes and in the community, working both autonomously and in a team-environment
- Provide domestic assistance, respite, personal care and social support in a respectful, flexible and client focussed manner
- In partnership provide support in a manner that engages client in maintaining their own abilities
- Collaborate with client and their carers to determine priorities for each service type

KEY RESPONSIBILITIES AND DUTIES:

Provide Home and Community Care Program for Younger People (HACC PYP), Commonwealth Home Support Programme (CHSP) services and Home Care Package (HCP) Services to assist eligible clients. Tasks may include, but are not limited to:

- Domestic Assistance, including house cleaning, laundry, bedlinen changing, and shopping assistance
- Personal Care tasks which do not require the skills of a qualified nurse, including showering, dressing, grooming and meal preparation.
- Respite Care within the community or in the home, whilst the carer takes a break from their caring responsibilities and meal preparation.
- Social support, including social activities in a community-based group setting
- Undertake tasks according to the service plan and Direct Care Procedure Manual.
- Flexibility and client choice is encouraged during service delivery, provided tasks are within the scope of Council's HACC PYP, CHSP and HCP service.

Provide services in a manner that:

- Is consistent with Council, State and Commonwealth policies and guidelines
- Is responsive to the diverse social, cultural and physical experiences and needs of clients
- Respects the privacy and confidentiality of the client
- Enhances the quality of life of clients and their carers
- Meets the needs of each client and carer with compassion, empathy, and understanding
- Openly and consistently demonstrate respect for the rights, dignity and individuality of each client, their carers, and their family.
- Utilise a mobile device (as provided by Council) to read and manage rosters, review service plans and carry out other relevant communication
- Monitor and report any concerns during service provision, including concerns about the health, safety, environmental changes and wellbeing of a client.
- Provide information of interest or relevant to Clients and carers that will enable them to have local community engagement.

Practice and provide services adhering to all safe working procedures in accordance with instructions, induction and information provided by Team Leaders, Direct Care Procedure Manual and the Victorian Home Care Industry Occupational Health and Safety Guide. This includes, but is not limited to:

- Completing tasks using appropriate personal protective equipment as supplied
- Using a first line approach in safe work practices through communication of requirements with clients
- Ensuring the appropriate use of client equipment and the immediate reporting of equipment failure or concerns to the Team Leader
- Reporting potential and actual risks to health and safety without delay.
- Taking responsibility for Council issued equipment, including mobile devices.

Work under the guidance and supervision of the Team Leader:

- Observing and reporting hazardous situations or behaviours in clients' homes, which affect the wellbeing of the client, staff health and safety or security of the workplace.
- Reporting changes in clients' condition, circumstances or situation and communicating these concerns to the Team Leader in a timely and appropriate manner.
- Consistently complete client documentation in a manner consistent with Council policy, procedures and practice standards.

ORGANISATIONAL RELATIONSHIPS	
Reports to:	Team Leader Home Support Services
Supervises:	NIL
Internal Contacts:	Coordinator, Home Support Services Coordinator Healthy Ageing Senior Business Support Officer Team Support Officers Team Leader – Community Support Home Care Packages Care Advisors Aged and Disability Services Quality and Compliance Officer
External Contacts:	Service Users, Carers Residents and other primary health and community support agencies within the municipality Other relevant agencies

ORGANISATIONAL CONTEXT

VISION

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

OUR VALUES

At Hume City Council, our Values underpin everything that we do.



We're better, every day

We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.



We're in it together

At Hume, everyone matters. We welcome and include all. Respect and safety are expected.



We show up

We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.



All for Hume

We strive to achieve our best for the Hume Community. We are proud and passionate about working towards better outcomes and expect that they are at the centre of everything we do.

WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the WHS Policy and Processes and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

SERVICE PLANNING & CONTINUOUS IMPROVEMENT

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council's Service Planning Framework.

ASSET MANAGEMENT
Staff are responsible for undertaking Asset Management functions in accordance with Council's Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

ENVIRONMENTAL SUSTAINABILITY
Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council's Waste & Sustainable team and Climate Action Integration team lead Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, which guides action in this area.

HUMAN RIGHTS APPLICATION
As a public authority Council is legislated to act in ways that are compatible with human rights. The Charter of Human Rights and Responsibilities Act 2006 (Vic) provides a framework to guide decision making, to manage risks and to ensure the business of government is carried out in a balanced, transparent, and accountable way. As an employee of a public authority consideration of the human rights of all who Council aims to serve facilitates the improved provision of services, polices and strategies.

POLICE CHECK:
The incumbent must have and maintain a current Police Check

WORKING WITH CHILDREN CHECK:
The incumbent must have and maintain a current Working with Children Check ☒ YES ☐ NO

PRE-EMPLOYMENT MEDICAL CHECK

- The incumbent must undergo a Pre-Employment Medical Check (including fitness for work and functional capacity assessments, muscular-skeletal screening and drug & alcohol test. May also include cognitive assessment.) ☒ YES ☐ NO
- The incumbent must undergo a Pre-Employment Audio Test ☐ YES ☒ NO

PSYCHOMETRIC ASSESSMENT
The incumbent must undergo a series of psychometric assessments (Psychometric testing can take various forms, such as numerical, mechanical, logical, verbal, or skills tests) to ensure suitability for the position ☐ YES ☒ NO

OTHER DUTIES
Responsibilities and duties included in this position description are subject to the *Multi-skilling* provisions of the *Hume City Council Enterprise Agreement* as varied from time to time.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Displaying and promoting Our Hume Values & Guiding Behaviours
- Maintaining knowledge of and working within Organisation Policies and Procedures including WHS, EEO and Code of Conduct.
- Responsible for providing the Domestic Assistance services within the plan of care as assigned, and completing them to acceptable standards
- Ability to work individually under routine supervision.
- Ensure compliance with all procedures outlined in the Direct Care Procedure Manual, Memos issued from time to time as well as other relevant Council procedures.
- Ability to maintain professionalism, integrity, and confidentiality.

JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- The ability to respond quickly and effectively to emergency or safety issues relating to the provision of services
- The adherence to work objectives defined within established procedures where systems, guidance and advice are available

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Knowledge of the issues confronting aged and people with disabilities in a home or community setting
- Ability to provide a range of personal care and respite care tasks and use appropriate equipment (e.g. hoists)
- Ability to operate routine domestic appliances
- Ability to undertake routine domestic duties
- Ability to provide basic written feedback on service users as required
- Ability to work within the preferences of individual cultures
- Ability to respond flexibly to the changing needs of service users
- Bilingual skills are an advantage

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Ability to work independently and as part of a team
- Ability to gain cooperation and assistance from service recipients and other staff
- Ability to liaise, discuss and resolve issues relating to service users and staff
- Patience and honesty

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Completion of a minimum Certificate III in Aged Care, Individual Support, or equivalent qualification.
- Experience working with older people and people with disabilities in a home or community setting.

- Good oral communication skills, to communicate with a wide variety of groups and individuals.
- Able to initiate social interaction with service users.
- Current Level 2 First Aid Certificate
- Current Working with Children's Check
- Current Police Check
- Current Driver's Licence

TASK ANALYSIS

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights – above 10kgs	☐	☐	☐	☒
– below 10kgs	☐	☒	☐	☐
Manual handling frequency	☐	☒	☐	☐
Repetitive manual work	☐	☒	☐	☐
Repetitive bending/twisting	☐	☒	☐	☐
Repetitive kneeling/squatting	☐	☐	☒	☐
Working with arms above head	☐	☐	☒	☐
Lifting above shoulder height	☐	☐	☐	☒
Using hand tools – vibration/powered	☐	☐	☐	☒
Operating precision machinery	☐	☐	☐	☒
Close inspection work	☐	☐	☐	☒
Wearing hearing protection	☐	☐	☒	☐
Wearing eye protection	☒	☐	☐	☐
Wearing safety shoes/boots (steel cap) / gum boots	☐	☐	☐	☒
Wearing other relevant PPE	☒	☐	☐	☐
Working in dusty conditions	☐	☒	☐	☐
Working in wet/slippery conditions	☐	☒	☐	☐
Working with chemicals/solvents/detergents	☐	☒	☐	☐
Washing hands with soap (hygiene)	☒	☐	☐	☐
Working at heights	☐	☐	☐	☒
Working in confined spaces	☐	☒	☐	☐
Working in chillers (+4 degrees C)	☐	☐	☐	☒
Performing clerical duties	☐	☐	☒	☐
Working on a keyboard	☐	☐	☐	☒
Driving cars ~~and/or trucks~~	☐	☒	☐	☐
Other (please specify)	☐	☐	☐	☐
Other special features (e.g. nature of chemicals, travelling requirements etc): XXXX				

VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position description are to be undertaken in accordance with the General Employee Handbook.

SELECTION CRITERIA:

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the position description:

1. Completion of Certificate III in Individual Support (previously Home and Community Care or Aged Care)
2. Experience in working with older people and people with disabilities and supporting individuals to complete daily activities as independently as possible
3. Demonstrated ability to work autonomously in the delivery of domestic assistance, personal care and respite care
4. Awareness of issues confronting older people and people with disabilities in a home or community setting
5. Good oral communication skills and demonstrated ability to follow written and verbal instructions
6. Current Victorian Driver's Licence
7. Current and Valid Police and Working with Children Check
8. Ability to speak a second language is desirable