



## POSITION DESCRIPTION

POSITION TITLE:	Community Care Worker
REPORTS TO:	Service Manager
DIRECT REPORTS:	Not Applicable
AWARD:	MHA Care Enterprise Agreement 2023 - 2025
CLASSIFICATION	Level 3

### POSITION PURPOSE

The main purpose of this role is to provide a range of high quality services aimed at providing support and assistance to frail, aged and disabled clients and their carer's, so that they can maintain their skills, independence and quality of life within their home and community.

### KEY ACCOUNTABILITIES & RESPONSIBILITIES

*The following description of responsibilities is not exhaustive and may include others as directed from time to time:*

#### Accountability 1: Home and Community Care

##### Responsibilities:

- Assist the customer with activities of daily living such as self-care, nutrition, mobility and hygiene based on the individual's assessed needs, such as:
  - Bathing, showering or sponging.
  - Toileting.
  - Dressing and undressing.
  - Shaving, hair care and grooming.
  - Getting in and out of bed, sitting up, turning, standing and walking.
  - Transfers to commode, wheelchair, chair or vehicle.
  - Eating, drinking, cooking, preparation and service of food, preparation of special diets and shopping.
  - Monitoring self-medication.
  - Assist with social and community activities.
- Assist the customer with domestic tasks such as:
  - Essential cleaning in the bathroom, toilet, kitchen, laundry, living area and bedroom (such as dishwashing, mopping and vacuuming floors, dusting, changing bed linen, washing clothes and cleaning bench tops, stove tops or refrigerators.)
  - Demonstrating the use of lightweight cleaning equipment
  - Meal Preparation
  - Escorting the customer to do their shopping, pay bills and run errands.



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Comply with all care directions as per the individual care plan when providing care or assisting with activities of daily living.

- Work alongside and share tasks with the customer in order to build their confidence and maintain their capacity to do as much as possible for themselves, in line with the principles of the Active Service Model.
- Provide ongoing support and assistance while monitoring the wellbeing and ongoing morale of the service user and, where appropriate their carer.
- Provide feedback and input into customer assessment and care plan documentation within scope and abilities as trained.

### **Accountability 2: Work in Accordance with Policies and Procedures**

Responsibilities:

- In collaboration with the Team Leader, Care Services, determine the individual care/service needs of customers.
- Document in progress notes, incident forms & monitoring tools in accordance with MHA Care Policy and Procedure
- Monitor and accurately report all matters affecting service user's wellbeing in accordance with MHA Care Policy and Procedure
- Report all incidents of suspected elder abuse in accordance with Commonwealth legislation and MHA Care's Policies/Procedures.
- Ensure good communication within the organisation by:
  - Checking new roster in case of changes to shift times/allocations;
  - Attendance at relevant staff meetings or reading minutes if unable to attend meetings;
  - Reading communication books, text messages, emails and memorandums;
- Regularly checking notice boards / emails for information updates.
- Maintain safety of self and the customer at all times, according to knowledge of occupational health and safety requirements.
- Foster a co-operative harmonious relationship with staff, customers and their families.
- Maintain confidentiality of customers and staff.
- Actively consult the Service Manager when care requires expertise beyond own capabilities.
- Use supplies and equipment in a safe, economical and correct manner.

### **Accountability 3: Administration**

Responsibilities:

- Receive and act on directions given by the service coordination team
- Be confident in the use of email, Smartphone and internet
- Maintain accurate time sheets
- Attend Staff meetings and training as requested by the MHA Care team
- Ensure all equipment and electrical appliances to be used in the service users' home are safe.

### **Accountability 4: Professional Development**

Responsibilities:

- Participate in internal and external training to increase and maintain knowledge and skill level.
- Complete relevant internal competencies and mandatory education as directed within annual time frames.
- Follow organisational procedures to take appropriate action in any emergency situation



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### Accountability 5: Extent of Authority

#### Responsibilities:

- Act independently in performing tasks in an effective, caring, professional and responsive manner while maintaining professional boundaries
- Ensure appropriate monitoring of clients and respecting and maintaining rights of privacy, dignity and confidentiality
- Ensure the safety and welfare of clients
- Accurate record keeping
- Adhere to designated rostered hours

### Accountability 6: Other Duties & Requirements

#### Responsibilities:

- Assist with the orientation for new team members within abilities.
- Work in collaboration with other team members.
- Observe a workplace culture of continuous quality improvement.
- Undertake own work practices in a safe manner and comply with the instructions given for workplace health and safety within MHA Care Limited Policies and Procedures.
- Participate in the MHA performance review process.

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## PHYSICAL REQUIREMENTS

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In order to undertake the role of Home/ Community Care Worker, the following duties are required to be performed for approximately for up to eight (8) hours per day:

- Driving for up to 30 minutes at a time between client locations
- Standing or walking for up to 80% of working hours
- Performing repetitive tasks which may involve varying amounts of bending or twisting
- Bending at the knee and squatting or kneeling for varying periods, for example, cleaning toilets, baths, showers, ironing etc.
- Extending both right and left arms forward and reaching above the shoulder for varying periods, for example, hanging washing, dusting, cleaning etc.
- Lifting or carrying items unspecified in weight from floor level to waist level, for example, vacuum, cleaner, mop/bucket etc.
- Pushing or pulling objects/equipment unspecified in weight for example, vacuum cleaner, furniture, etc.
- Pushing or pulling wheeled objects/equipment unspecified in weight for example, Shopping trolley, wheelchair, mop bucket etc.
- Capacity to walk up and down stairs or on uneven surfaces regularly
- Capacity to drive a motor vehicle
- Operate household appliances
- Using a grip hold for unspecified periods of time, for example, Ironing, mop/vacuum handle, holding a wheelchair etc.

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## CORE BEHAVIOURS

*The following Core Competencies are the behaviours expected of an employee or potential employee:*

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| <b>Service Focus</b> | <ul style="list-style-type: none"><li>• Responds promptly to the needs of the client even when under pressure.</li><li>• Maintains clear and appropriate communications with the client.</li></ul> |
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- Demonstrates active listening and questioning skills to identify client needs and issues.

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**Communication**

- Speaks clearly and respectfully in a confident manner.
- Seeks to understand the viewpoint of others and asks questions to clarify meaning.
- Conveys ideas clearly to others, both verbally and in print.
- Co-operates with others, shares relevant information and seeks information from others as required.
- Sells ideas and is persuasive in influencing people.
- Gains clear agreements by presenting own position clearly and considering alternative viewpoints.

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**Motivation / Time Management**

- Constantly seeks to improve own performance.
- Takes responsibility for own work to achieve quality results.
- Meets deadlines and follows through on commitments.
- Sets own work priorities and uses tools to manage their time effectively to achieve work objectives

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**Flexibility & Adaptability – Change Management**

- Shows flexibility in coping with multiple and changing priorities.
- Adapts to changes in environment and work demands, working effectively with a variety of situations and people.
- Adapts responses and tactics to fit changing circumstances.
- Provides ideas for improvement and constructive input into change initiatives

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**POSITION SPECIFIC REQUIREMENTS & QUALIFICATIONS****Essential**

- Certificate III in Individual Support (Ageing, Disability)
- Experience in the provision of personal care
- Current Certificate II in First Aid
- Current satisfactory Police Check
- Current satisfactory Working with Children's Check
- Current valid Driver's Licence
- Must possess a reliable, fully registered and insured motor vehicle
- Must be physically able to perform the duties of the position for approximately eight (8) hours per day
- Basic technical skills including use of email, internet and Smartphone
- Basic written communication skills

**Desirable**

- Certificate IV in Leisure and Lifestyle (Planned Activity Group)
- Certificate IV in Disability



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## KEY SELECTION CRITERIA

- Certificate III in Individual Support (Ageing, Disability) and or Certificate IV Disability
- Experienced in the provision of personal care
- Commitment to maintaining confidentiality and professional boundaries
- Understanding of the issues and concerns of frail, aged and disabled people and their carers
- Ability to actively listen and to communicate sensitively and effectively with frail aged and disabled people and their carers
- Ability to perform all tasks safely, autonomously and unsupervised with vulnerable persons.

## ACCEPTANCE OF POSITION DESCRIPTION

*This position description will be reviewed annually, when the position becomes vacant or as deemed necessary.*

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EMPLOYEE:	
DATE:	
MANAGER:	
DATE:	