

**COMMUNITY CARE WORKER  
POSITION DESCRIPTION**

<b>Position Title</b>	<b>COMMUNITY CARE WORKER</b>
<b>Award</b>	Social, Community, Home Care & Disability Services Industry Award 2010
<b>Salary</b>	Remuneration is in accordance with the above award and dependent on qualifications and experience.
<b>Salary Packaging</b>	Salary Packaging is offered with this position. Please refer to Salary Packaging information below.
<b>Employment Status</b>	Casual
<b>Mandatory</b>	Current Drivers License. Access to own vehicle. Undergo Criminal History Record Check. Fully Vaccinated against COVID-19
<b>Position reports to</b>	Coordinator, Brokered Services Program
<b>Location</b>	Melbourne Metropolitan Wide

**Organisation Background**

Australian Greek Welfare Society (now trading as PRONIA), has since 1972, built a reputation as an innovative and progressive organisation that continues to serve the Greek speaking community and contributes to the wider multicultural sector through advocacy and collaborative partnerships. PRONIA's programs focus on direct service delivery, including counselling, information provision, and crisis intervention, community education as well on the delivery of specialist services in aged care, disabilities, family and children's programs. All services are delivered in a linguistically and culturally appropriate manner with a commitment to enhance individual's capacity and build community capital.

- **PRONIA's Vision Statement** is to be a leading Australian-Greek community services agency in Australia.
- **PRONIA's Statement of Purpose** is to empower members of the Australian-Greek community to reach their full potential by undertaking service provision, advocacy, policy development and research in an innovative, culturally and linguistically appropriate manner. For additional information: [www.pronia.com.au](http://www.pronia.com.au)

**Role Purpose**

The position reports to the Team Leader, Respite & Brokered Services Program and is responsible to provide assistance and quality services to individuals and their cares to encourage independence and quality of life by the provision of a flexible and responsive range of services in a linguistically and culturally appropriate manner.

## Key Accountabilities

### Respite Care

- Provide in-home respite
- Provide recreational respite (including transporting clients to appointments)
- To assist in the feeding, personal care and hygiene of clients when necessary.
- Toileting of clients may also be involved as well as client transfer using appropriate equipment.
- To perform light household duties in the absence of the parent or carer where appropriate, such as meal preparation, washing dishes or light laundry.

### Personal Care

- Transfer in and out of bed, wheelchair, commode chair or car
- Showering
- Dressing & grooming
- Feeding
- Toileting

### Home Care

- General household cleaning e.g. dusting, mopping, vacuuming, cleaning toilet & bathing areas
- Shopping /Bill paying
- Accompany clients on social outings/medical appointments
- Meal preparation & washing up
- Laundry (Washing machine only)
- Ironing

### Client Care

- Support and assist client & carer according with care needs and care plan
- Provide companionship and emotional support to client
- Carry out all duties in a flexible and efficient manner
- Report any areas of concern to the relevant Team Leader

### Communication

- Monitor and report any changes to client condition or environment
- Report client visits back to Program Team Leader through visitation reports
- Meet other documentation requirements as requested
- Maintain the privacy & confidentiality of client at all times
- Maintain the dignity of client
- Carry out instructions and advice from Program Team Leader in relation to each client and job.
- Attend staff and supervision meetings as requested.
- Program Team Leader shall evaluate performances on an annual basis or on request.

### Training

- Attend orientation and induction at head office
- Regularly attend training or refresher courses as requested or required
- Identify any ongoing training needs

**OHS**

- To be aware of safe working conditions and implement safe work practices in all areas and report all incidences and potential hazards.
- To complete environment Health & Safety Check Lists in client’s home as required.
- Support the Team Leader to ensure risk assessments are completed on care recipients whose care needs have changed significantly;

**Quality & Continuous Improvement**

- Support the ongoing implementation of a quality management system which takes into account care recipients needs and wishes, legal and regulatory frameworks, external benchmarking and community standards, financial constraints and considerations and continuous improvement and best practice levels.
- Ensure complaints and grievance process for service users and staff is executed appropriately as per the organisation’s policy and procedures;
- Provide regular feedback to Team Leader regarding quality issues;

**Evidence Based & Best Practice**

- Provide a person-centered approach to client care.
- Provide feedback to Team Leader about new and emerging issues regarding service provision and report promptly on all urgent matters.

Key Selection Criteria	
<b>Technical expertise</b>	<ul style="list-style-type: none"> <li>• First Aid Certificate Level 2 (current or able to complete prior to undertake client work).</li> <li>• Certificate III in Individual Support (previously Cert III in Aged Care or Cert III in Home &amp; Community Care) or to undertake training within the first six months of employment.</li> <li>• Manual Handling Training Certificate (current or able to complete prior to undertaking client work).</li> <li>• Fluency in Greek and English languages.</li> <li>• Proficiency in the use of Microsoft Office, particularly Word and Excel and mail merge.</li> </ul>
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Knowledge &amp; application of safe Manual Handling practices.</li> <li>• Understanding of privacy and confidentiality requirements in client care.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Availability of insured and registered vehicle.</li> <li>• 10 Point safety check on vehicles yearly.</li> <li>• Vehicle meeting safety checklist requirements.</li> <li>• Telephone/ Smart phone (Mobile) accessibility.</li> <li>• Email address is essential.</li> </ul>