



Celebrating 50 years. Building a stronger community.

**Community Care Worker
POSITION DESCRIPTION**

Position Title	Community Care Worker
Award	Social, Community, Home Care & Disability Services Industry Award 2010
Salary	Remuneration is in accordance with the above award and dependent on qualifications and experience.
Salary Packaging	Salary Packaging is offered with this position.
Employment Status	Casual
Mandatory	Fully vaccinated against COVID-19. Current Drivers Licence. Access to own vehicle. Undergo Criminal History Record Check.
Position reports to	Coordinator, Brokered Services Program
Location	Melbourne Metropolitan Wide

Organisation Background

PRONIA, meaning “to provide” is an established community services agency with a rich 50-year history servicing the needs of the culturally and linguistically diverse backgrounds, including the Australian-Greek community. We advocate for the vulnerable and provide innovative services to meet current and emerging multicultural community needs.

PRONIA’s programs focus on providing direct services, 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.

Our Vision

An inclusive society where people from Greek and other backgrounds can be supported to live their best lives.

Our Statement of Purpose

To empower vulnerable members of the Australian - Greek Community to reach their full potential. This will be achieved predominantly by undertaking service provision and complimented by ancillary services which support our clients including advocacy, policy development and research in an innovative, culturally and linguistically appropriate manner.

Role Purpose

The position reports to the Coordinator, 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 Coordinator or Program Officer 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 to Program Coordinator or Program Officer in relation to each client and job.
- Attend staff and supervision meetings as requested.
- Program Coordinator 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 Program Coordinator or Program Officer 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	
Technical expertise	<ul style="list-style-type: none"> • First Aid Certificate Level 2 (current or able to complete prior to undertake client work). • Certificate III in Individual Support (previously Cert III in Aged Care or Cert III in Home & Community Care) or to undertake training within the first six months of employment. • Have strong communication skills, both written and verbal in English. • Bilingual or Greek speaking desirable. • Comfortable with navigating and using smartphone applications.
Knowledge and skills	<ul style="list-style-type: none"> • Demonstrated ability or understanding in working with elderly from different cultural, linguistic and health backgrounds. • Knowledge & application of safe Manual Handling practices. • Understanding of privacy and confidentiality requirements in client care. • The ability to work independently and part of a team. • Have a positive and professional attitude. • Be reliable and on time.
Other	<ul style="list-style-type: none"> • Access to insured and registered vehicle. • Current driver licence. • Safety check on vehicles yearly, meeting safety checklist requirements. • Smartphone and email accessibility essential. • Fully vaccinated against COVID-19. • Undergo Criminal History Record Check every three-years.