



## **Community Care Worker Dimboola - Casual**

Thank you for your interest in applying for the position of Community Care Worker Dimboola with Hindmarsh Shire Council.

Please find enclosed an information package for the position. The package includes the following documents:

- Employment details;
- Benefits of working with Hindmarsh Shire Council;
- Position Description;
- Key selection criteria; and
- Details on applying for a position with Hindmarsh Shire Council.

For general details of the Council, please refer to the following website:  
[www.hindmarsh.vic.gov.au](http://www.hindmarsh.vic.gov.au).

For further information about the position or duties involved, please contact Christa Farinha, Human Resources & Payroll Coordinator, on (03) 5391 4444 or email [hr@hindmarsh.vic.gov.au](mailto:hr@hindmarsh.vic.gov.au).



### **Opportunity this way...**

Hindmarsh Shire is a vibrant and progressive rural council, rich in history, natural wonders and a strong community spirit.

Our Hindmarsh community enjoys excellent recreational assets, sporting clubs, modern hospitals and first-rate educational facilities. Our region is renowned for its peace and quiet, fresh country air, neighbourly spirit and open spaces. There is plenty to see and do in Hindmarsh, with something on offer for everyone.

At Hindmarsh Shire Council, we offer a rewarding career, with excellent working conditions and a positive team-focused culture.

We're a dedicated workforce, proud to deliver a huge array of services to our local community and striving to make a difference.

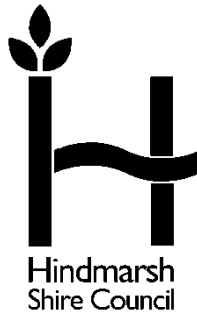
As we provide a diverse range of services to the Dimboola, Jeparit, Nhill, Rainbow and surrounding communities, employment opportunities cover a wide range of roles including Administration, Community Development, Customer Service, Engineering, Finance, Home Care, Human Resources, Information Technology, Works Team, Town Maintenance, and Management.

We are widely recognised as an Employer of Choice: we are committed to providing professional development opportunities, family friendly policies, and a safe workplace environment for our motivated and enthusiastic employees.

#### **Some of the benefits of working at Hindmarsh Shire Council include:**

- Above Award pay rates
- Annual pay increases via Enterprise Agreement
- Commitment to work-life balance
- Annual Leave Loading
- Employee Assistance Program
- Active Social Club
- Salary Sacrifice opportunities for superannuation
- Rates deductions via payroll for employees owning a property in the Shire
- Ability to purchase additional annual leave via Enterprise Agreement
- Car parking
- Volunteer Leave

Take the opportunity to join our team at Hindmarsh Shire.



## **Benefits of working with the Hindmarsh Shire Council**

Working at the Hindmarsh Shire, you will be rewarded with an attractive salary, employee assistance program, union deductions and / or rates from fortnightly pays and superannuation salary sacrifice.

As the Council provides a diverse range of services to the Dimboola, Jeparit, Nhill, Rainbow and surrounding communities, employment opportunities can vary from Administration, Engineering, Home Care and Management.

### Enterprise Bargaining Agreement:

Our enterprise bargaining agreement means staff are able to work their way through banding by undertaking annual performance reviews, while also receiving an annual pay increase after July each year.

### Employee Assistance Program:

Our employee assistance program (EAP) means staff have access to counsellors. Hindmarsh Shire Council value staff and their contributions, if staff are having difficulties at work or home we offer access to an independent Counselor.

### Union Membership:

Union membership deductions are able to be made through fortnightly pays.

### Rates:

Employees living and owning a property in the Hindmarsh Shire have the option of rates deductions through their fortnightly pays.

### Salary Sacrifice:

Employee options for salary sacrifice into Superannuation.

**Employment Details for the Position of:  
Community Care Worker Dimboola**

<u>Employment Status:</u>	Casual
<u>Location:</u>	The position will be based in Dimboola and district. The successful incumbent will be required to travel to clients houses
<u>Classification:</u>	Band 1, Band 2 or Band 3 (Respite) (dependent on qualification) per the Victorian Local Authorities Award 2001 and Hindmarsh Shire Council Enterprise Agreement Number 8, 2016.
<u>Salary:</u>	\$31.17 per hour Band 1 or \$32.67 per hour Band 2 or \$33.97 per hour Band 3 (Respite) including 25% Casual Loading, plus Superannuation (compliant with Government requirements)
<u>Superannuation:</u>	Council will contribute the compliant percentage of salary to a complying superannuation fund nominated by the employee. If an employee fails to nominate a complying fund the council will make the contributions to the Local Authorities Superannuation Fund, known as Vision Super.
<u>Hours:</u>	Hours will vary each week.
<u>Long Service Leave:</u>	Three (3) months pro rata after ten (10) years of service. Eligible Employees are able to access their Long Service Leave (LSL) entitlements pro-rata after seven (7) years continuous service. LSL may be subjected to portability arrangements for Local Government employees in certain circumstances.
<u>Pre-Employment Medical:</u>	It is a condition of employment that appointees must undertake a pre-employment medical examination at the Council's cost. A medical provider must certify that the successful applicant is capable of carrying out the physical demands of the position.
<u>Police Check:</u>	It is a condition of employment that appointees must undertake a police check prior to commencement of work.



## **HINDMARSH SHIRE COUNCIL**

### **POSITION DESCRIPTION**

#### **1. POSITION IDENTIFICATION:**

**Position:** Community Care Worker

**Department:** Corporate & Community Services

**Starting Point/Location:** Dimboola

**Classification:** Band 1, Band 2 or Band 3 (Respite) per the Victorian Local Authorities Award 2001 and Hindmarsh Shire Council Enterprise Agreement  
(Employees who have not successfully completed a Certificate III in Aged Care or Certificate III in Individual Support) will be paid Band 1.)

**Employment Type:** Casual

#### **2. CURRENCY:**

**Current Version Number:** 1.00 **Approved:** 21 September 2017

**Name of Occupant:** Vacant

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

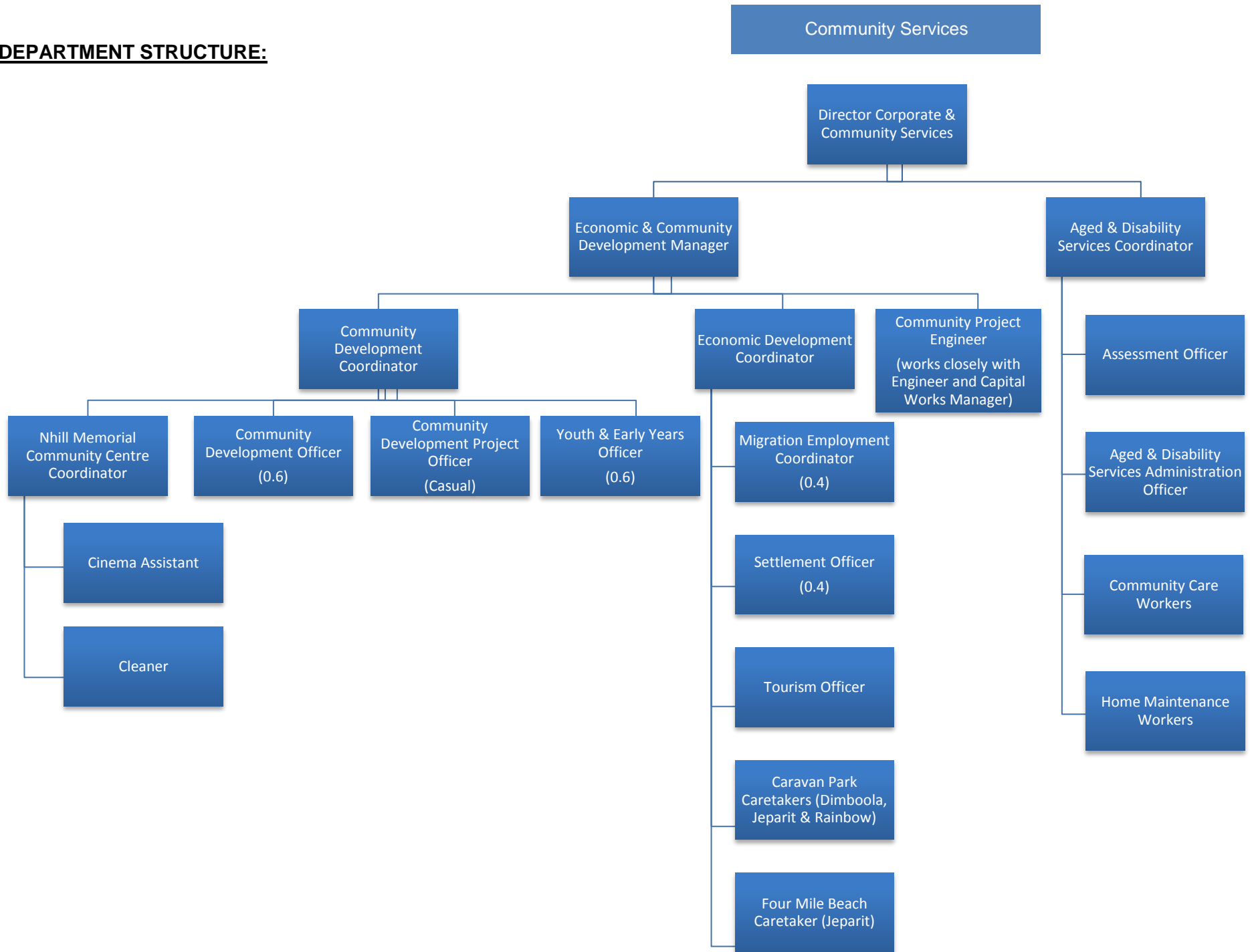
**Prepared By:** Sally Hawker **Date** 21 September 2017

**Approved By:** Greg Wood **Date** 21 September 2017

**H.R Approved:** Christa Farinha **Date** 21 September 2017

**Version History:** N/A

**DEPARTMENT STRUCTURE:**



### **3. POSITION OBJECTIVES:**

Under the direction of the Aged & Disability Services Coordinator, assist with the provision of a range of quality home support services for the aged, adults and children with a disability and/or their carers to promote independence, social participation and enhance quality of life.

### **4. KEY RESPONSIBILITIES AREAS:**

Each client requires care based on their individual circumstances. These include:

#### **4.1 General Homecare Services:**

- Maintain a safe, hygienic living environment for clients.
- Provide general housekeeping tasks that maintain a safe, hygienic living environment e.g. vacuuming, mopping floors, and ironing.
- Provide periodic cleaning e.g. cleaning windows, dusting.
- Assist with personal assistance e.g. shopping, collection of prescriptions, banking, and reading/writing of letters.
- Where appropriate authority has been given, provide transport where practicable i.e. medical appointments, leisure activities etc.
- Maintain strict confidentiality pertaining to all clients and the services they receive.
- Incorporate Active Service Model principles and objectives by engaging clients, where assessed, in participation of household tasks.
- Provide assistance with meal preparation and provision based on nutritional requirements.
- Provide services that are culturally sensitive and appropriate.

#### **4.2 Personal Care Services: (this is only relevant to staff with a Certificate III in Home and Community Care with a medication competency – higher duties for this work will be paid accordingly)**

- Provide supervision and assistance with hygiene and personal tasks e.g. dressing and undressing, bathing, grooming, eating, drinking, toileting.
- Provide assistance with mobility e.g. rising and retiring routines, transfers, prescribed exercise/therapy programs.
- Assistance with medication monitoring.
- Assistance with fitting aids and appliances.

#### **4.3 Respite Care Services: (this is only relevant to staff with Certificate III in Home and Community Care – higher duties for this work will be paid accordingly)**

- Provision of caring and meaningful respite care in the clients' home as per the individual Respite Service Care Plan. This may involve personal care, general home care, assistance with carer tasks, overnight care.
- Incorporate Active Service Model objectives as assessed by the Assessment Officer, by maintaining the person's involvement in therapeutic programs, social learning activities that enhance well-being, independence, self-esteem and skill development.
- Provide transport assistance as required.

#### **4.4 Social Support and Companionship:**

- Provide social support as directed by assessed need that encourages and promotes client independence and coping mechanisms.
- Assist with recreational activities appropriate to client preferences e.g. reading.

#### **4.5 Client Feedback and Monitoring**

To work under the guidance and supervision of the Aged & Disability Services Coordinator to:

- Establish appropriate and effective working relationships with clients.

- Enhance client and family's confidence and self-esteem by being empathetic and demonstrating interest.
- Identify and report to the Aged & Disability Services Coordinator or Assessment Officer of ongoing and changing client needs, such as a deterioration in personal care capability, deterioration in health and improvement in client functioning.
- Assist in Service Coordination best practice by providing effective monitoring (both formal and informal) on a regular basis of the clients' health and well-being, social conditions and physical environment.
- Observe and report on hazardous situations or behaviours in the clients' home, which affect the well-being of the client and your health and safety or security of the workplace.

## **5. TRAINING**

Council recognises that training is an integral part of staff development. Council will regularly schedule training sessions and where noted that this training is compulsory, it is expected that all staff will attend.

## **6. OCCUPATIONAL HEALTH AND SAFETY:**

- 6.1 Create, maintain and foster a safe work environment at all times.
- 6.2 Perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public.
- 6.3 Responsible for compliance with Occupational Health and Safety regulations relevant to the tasks performed.
- 6.4 Regularly inspect own immediate work environment and report all hazards or incidents that can cause harm of that represent a threat to personal and public safety.
- 6.5 Follow up on Risk Management corrective actions.
- 6.6 Ensure Council's Occupational Health and Safety policy and procedures are observed and complied with at a personal level.

## **7. ORGANISATIONAL RELATIONSHIPS:**

Reports to: Aged & Disability Services Coordinator

Supervises: Nil

Internal Contacts: Aged & Disability Services Administration Officer, Assessment Officer, Customer Services Officers

External Contacts: Clients and family members

## **8. RISK MANAGEMENT:**

Whilst at work, an employee must:

- 8.1 Contribute to making Hindmarsh Shire as risk free as possible for all employees, residents and visitors.
- 8.2 Take all reasonable action to protect Council assets from damage and loss.
- 8.3 Perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public.



**9. ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- 9.1 Work is under routine supervision, as rostered, to satisfactorily complete all work requirements.
- 9.2 A Community Care Worker is responsible for the quality of their own work.
- 9.3 A broad range of tasks will be performed, involving the utilisation of a range of basic skills.
- 9.4 A Community Care Worker must strictly adhere to their rostered hours and client care plan for each client, as assessed by the Assessment Officer. Any changes or concerns relating to the care plan must be reported immediately to the Aged & Disability Services Unit.
- 9.5 Responsible for providing assistance, promoting independence and participation in the client's household and referring the client where/when appropriate.
- 9.6 Report all issues encountered to the Aged & Disability Services Unit.
- 9.7 Responsible for promoting a positive image of Hindmarsh Shire Council's Home and Community Care Services.

**10. JUDGEMENT AND DECISION MAKING:**

- 10.1 Work activities are routine and are clearly defined.
- 10.2 A Community Care Worker may resolve minor problems that relate to the immediate work task.

**11. SPECIALIST KNOWLEDGE AND SKILLS:**

- 11.1 Provision of household maintenance and personal assistance to clients in the form of caring for the frail, aged, and disabled.
- 11.2 Basic understanding and skills in household maintenance and the ability to undertake repetitious physically demanding tasks.
- 11.3 Awareness of and support for the philosophies of healthy ageing and independent living.
- 11.4 Ability to follow roster accurately, prioritise time, organise work according to directed tasks and to notify the office if you will not be on time.
- 11.5 Ability to maintain confidentiality and privacy.
- 11.6 Basic administration skills for the completion of rosters, hazard management reporting and client feedback forms.
- 11.7 The ability to observe, monitor and report changes in regards to client health and abilities.

**12. MANAGEMENT SKILLS:**

Not applicable.

**13. INTER-PERSONAL SKILLS:**

- 13.1 Basic oral and written communication skills.
- 13.2 Communication other employees including the Aged & Disability Unit.
- 13.3 Ability to communicate effectively and empathically with frail aged clients and clients with disabilities.

**14. QUALIFICATIONS AND EXPERIENCE:**

- 14.1 Certificate III in Community Care or Aged Care or Certificate III in Individual Support (those staff that do not hold this qualification may have the opportunity to undertake training after a probationary period).
- 14.2 First Aid attainment.
- 14.3 Current Driver's Licence.

**15. EQUAL OPPORTUNITY:**

Hindmarsh Shire Council offers a work environment free from discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment

**16. PRIVACY AND CONFIDENTIALITY:**

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Information Privacy Act, the Health Records Act and Council's Confidentiality policies.

Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at the Shire for any purpose other than the discharge of official duties.

**17. KEY SELECTION CRITERIA:**

The following key selection criteria will be used as a tool to assist in the selection of the most suitable applicant.

Applications must address the key selection criteria.

- 17.1 Ability to maintain privacy and confidentiality.
- 17.2 Certificate III in Aged Care or Certificate III in Individual Support preferred.
- 17.3 Prior experience with cleaning and household tasks.
- 17.4 Demonstrated experience with the elderly and those with a disability.

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## Applying for a position with Hindmarsh Shire Council

This guide has been designed to assist you in applying for a position with the Hindmarsh Shire Council. It will provide you with some tips and ideas for ensuring that your application and your interview are high quality and relevant.

### How to Apply

The primary function of an application is to provide sufficient information about your education, work history and experiences to allow the Selection Panel to decide whether you should be interviewed for the positions.

Applicants should prepare the following information:

- A covering letter
- A separate attachment addressing the Key Selection Criteria
- A current resume

### Addressing the Key Selection Criteria

Applicants are required to address the Key Selection Criteria referred to in the Position Description (PD). Selection Criteria are used in the PD to describe the skills, knowledge, qualities, abilities, experience and qualifications needed to successfully undertake the role.

Addressing the Key Selection Criteria should be written as a separate document and submitted together with your resume and brief covering letter.

**Do:** Read the Position Description.

Note the closing date for applications (late applications will not be considered).

Address the Key Selection Criteria in your application and detail how your skills, abilities, experience and qualifications meet these criteria.

Ensure you provide a telephone contact number in your application.

**Don't:** Assume that the Selection Panel knows anything about you

Submit a generic application

Attach original certificates or references (please send photocopies only as they will not be returned)

Don't be deterred if you do not obtain an interview. Consider why you may have not been chosen and then, if necessary, ask the contact person for some feedback on your application.

### Submitting Applications (Applications should be marked Private & Confidential)

#### Mail to:

Attn: Human Resources Coordinator  
Hindmarsh Shire Council  
PO Box 250  
NHILL VIC 3418

#### Deliver in person:

Attn: Human Resources Coordinator  
Hindmarsh Shire Council  
92 Nelson Street  
NHILL VIC 3418

#### Email to:

[hr@hindmarsh.vic.gov.au](mailto:hr@hindmarsh.vic.gov.au)

## **Assessment of Applications**

- Each application will be assessed against the Key Selection Criteria for the position.
- Applicants who most closely meet the Criteria will be offered an interview
- Applicants not short listed for interview will be advised in writing.
- Applicants not short listed for interview will be able to ask the Human Resources Coordinator for feedback on their application.

## **The Interview:**

- You will be contacted by phone if you have been selected for an interview
- You will be provided with details regarding the time, day and location of the interview
- The interview panel will usually consist of three panel members, including the Manager / Supervisor of the position
- During the interview, panel members will ask questions to determine who will be the best candidate for the position
- You will have an opportunity in the interview to ask questions
- If you have not provided referee details on your resume, be prepared to provide them at the interview
- Referee checks will be conducted for the preferred candidate at the conclusion of the interviews.
- Please be on time for your interview
- Please contact HR if you cannot attend the interview or wish to withdraw from the process.

## **After the Interview:**

The successful interviewed applicant:

- Will be notified by phone
- Will have the relevant pre-employment checks conducted
- Will agree on a start date and a letter of offer will be sent, outlining terms and conditions of employment.

The unsuccessful interviewed applicants:

- Will be advised by telephone of the interview panel decision, followed by a letter confirming the outcome
- Is able to ask the Human Resources Coordinator for feedback on their application and interview.

**---- End ----**