



POSITION DESCRIPTION

Position:	Community Care Worker - Unqualified Casual
Enterprise Agreement Classification:	Band 2 (Colac Otway Shire Council Enterprise Agreement 2025)
Division:	Community and Economy
Department:	Community Services
Reports to:	Team Leader Service Delivery
Approved By:	General Manager Community and Economy
Date Approved:	October 2026

Colac Otway Shire Council strives to be a values-based organisation. Our values were developed by our people. They guide our behaviours, our approach to our work and to each other.

Our Values

- We are *supportive, inclusive* and *respectful*
- We take a *positive* approach to our work
- We commit to *safe work* practices
- We are *accountable* and *proactive*
- We act with *integrity*
- We *communicate* effectively
- We are *flexible* and *progressive*

Position Objectives

- Provide high-quality, safe and respectful in-home support that enables people to maintain independence, dignity, and choice in their daily lives
- Promote and uphold client rights, including privacy, dignity, cultural safety, and informed choice, in line with the Aged Care Quality Standards
- Maintain accurate documentation and communication, to support continuity of care, quality improvement, and compliance requirements



PART A

Key Responsibilities

- Perform routine domestic duties necessary to ensure health and safety of the client's home, utilising a range of basic skills.
Duties may include vacuuming, mopping, bedmaking, meal preparation, washing, ironing, unaccompanied shopping, and community transport.
- Monitor the health and well-being of client's and report any changes in health, behaviour, social conditions or home environment to the Team Leader.
- To work to a care plan for each client under the direction of a Team Leader.
- Have the ability to work within the boundaries of the role when multiple service providers are involved.
- Comply with provisions of the Occupational Health and Safety Act by taking reasonable precautions to ensure the health and safety of self and others. Rectify actual or potentially hazardous situation and report near misses, where appropriate. Participate in programs designed to monitor and protect the health of staff in their workplace.
- Adherence to all Council and specific unit policies and established procedures as relevant to this position.
- To perform other tasks considered necessary by the Team Leader to maintain a safe environment for recipients of the Service.
- To undertake regular in-service training as required.
- Demonstrated ability to work with minimum supervision.

No Authority to:

- Carry out tasks without the necessary skills or competence.
- Undertake a task that poses a threat to the rights, health and safety of the Community Care Worker or the Client.
- Carry out tasks outside those prescribed by the Team Leader
- Carry out non-transferable tasks that have been specifically designed for a client on others.

PART B

Classification Criteria

Accountability and Extent of Authority

The position is authorised/responsible for the following:

- To act according to the direction of the Coordinator/ Team Leader and undertake all responsibilities and duties specified to ensure that the integrity and quality of service is maintained.
- To ensure that rosters are adhered to by having a correct and a clear understanding of the duties/tasks involved, time of appointment and location of the appointment.
- Maintain confidentiality of work related issues.

Judgement and Decision Making

- Work in accordance with the weekly roster and care plan.
- Perform routine and clearly defined work activities in accordance with the weekly roster and care plan, with the ability to resolve minor problems that relate to an immediate work task.
- Observation and reporting to Team Leader on the changing needs of the person.
- Respond to emergency situations that involves health and safety of the person and household in a timely manner.
- Apply an appropriate balance between duty of care and dignity of risk



PART B

Classification Criteria

- Be proactive and implement alternative strategies for engaging people, when required.
- Work within the clearly documented Ageing Well Unit Policy and Procedures, seeking guidance as necessary

Specialist Skills and Knowledge

- An awareness of own personal values and attitudes and ability to be non-judgmental when responding to people's needs.
- An ability to support people on an individual basis whilst upholding the ethical considerations of the position and working in accordance with procedures.
- Experience in providing domestic support to older people (desired), in a safe, dignified and competent manner.
- The skill to recognise and respond to an emergency situation and to act on this in a timely manner, within duty of care, dignity of risk principles and procedures.
- Ability to organize own time and ensure that allocated tasks are completed to an acceptable standard.
- Ability to take direction, as required

Management Skills

- Not applicable

Interpersonal Skills

- Skilled in verbal, non-verbal and where appropriate written communication.
- Ability to communicate effectively with a diverse range of people,
- Ability to be empathetic, diplomatic and to maintain confidentiality.
- Ability to relate to people of all ages (this may include children).

Qualifications and Experience

- Victorian Driver's Licence
- Clear National Police Check and Working with Children Check
- Level 2 First Aid Certificate (or working towards this certificate)

Special Characteristics/Availability

- Availability between the hours of 7.30am till 7.30pm Monday to Friday (please note: Ageing Well provides services between these spread of hours, however you will not be required to work the entire spread of hours in one day)
- Be available for team meetings
- Be available annually for CPR update and mandatory organisational training
- In accordance with the Colac Otway Shire Council Recruitment and Selection and Pre-employment Check Policies, this position is subject to a pre-employment physical assessment, police check, and a Working with Children check.
- Contactable by mobile phone with message bank. Use of personal mobile phone for the purpose of installation of a mobile app (mobile application) for the eziTracker rostering system.



PART C

Standard Organisational Responsibilities

Customer Service

- Promote and enforce Council's policy of excellence in customer service.
- Provide appropriate customer services to our customers in a prompt and engaging manner.
- Maintain the highest ethical standards and confidentiality in dealing with data, our customers and each other.

Occupational Health & Safety/Risk Management

- Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts or omissions at the workplace;
- Co-operate with your employer with respect to any action taken by the employer to comply with any requirement imposed by or under the Health & Safety Acts, Regulations and Codes of Practice;
- Work within Occupational Health & Safety Acts, Regulations and Codes of Practice;
- Ensure Council's Risk Management Policy & Procedures are observed and complied with.
- Enforce Council's OH&S and Risk procedures with contractors and consultants.

Human Resources

- Identify training and development needs through Appraisal System for yourself and any staff you directly supervise, and participate in corporate training;
- Ensure adherence to Council Code of Conduct, Equal Employment Opportunity, Privacy procedures and other policies and programs;
- Participate fully in the Staff Performance Management System, Recruitment and Induction processes.

Information Management

- Ensure accurate and prompt registration of all customer requests within the request system, action and respond to assigned requests within a prescribed timeframe and according to Colac Otway Shire Performance Standards;
- Ensure effective use of relevant application software systems (appropriate level of training provided).
- Make and keep accurate and complete records of business activities, including email.
- Ensure the quality and accuracy of data used or enter into Content Manager.
- Understand records management obligations and responsibilities.
- Create records proactively, even those that would not otherwise be created from activities such as telephone conversations, verbal decisions, meetings, conferences etc.

Organisational Development & Business Improvement

- Promote Council Values and participate in ongoing business improvement initiatives to continuously improve Council's systems and processes.
- Actively contribute ideas and suggestions, which promotes a culture of innovative thinking.
- Participate in the development and monitoring of Unit Business Plan objectives as appropriate.
- Participate in the Employee Alignment and Engagement Survey as requested.
- Comply with the Colac Otway Shire Customer Performance Standards.



PART C

Standard Organisational Responsibilities

Emergency Management / Business Continuity

- As part of the duties associated with this position, the incumbent may be requested to assist Colac Otway Shire Council in responding to a crisis situation, should one arise, affecting the operation of Council and/or the wellbeing of the community.
- This may involve temporarily working in a different work location within the Shire undertaking different tasks. Priorities of Council will shift during a crisis event, and as such, Officers may find themselves engaged in work activities that differ from the key responsibility areas that are outlined in their Position Descriptions.
- Staff will not be seconded into roles that are beyond their existing skill sets.

Child Safety

- Ensure a child safe environment and contribute to a culture of child safety by fulfilling the responsibilities and requirements of Council's Child Safe Policy and procedures.
- Promote the cultural safety, participation and empowerment of children including Aboriginal, culturally and/or linguistically diverse children, and children with a disability.
- Respond promptly, fairly and transparently to any serious complaints made by a child, young person or their parent/guardian in accordance with Council's Child Safe policy.

Key Selection Criteria

- Victorian Drivers licence
- Excellent communication skills and an ability to work with a diverse range of people
- Highly motivated with excellent organisational and time management skills

Employee and Employer Agreement

We agree that the above is an accurate reflection of the duties and responsibilities of the position.

Employee Name:

Employee

Signature & Date:

Direct Supervisor Name:

Direct Supervisor

Signature & Date: