

POSITION DESCRIPTION

Position:	DIRECT CARE WORKER
Employment Status:	Part Time or Casual
Position number:	1026 / 1322 / 1070
Directorate:	Healthy Communities
Unit:	Community Wellbeing
Classification:	Band 2
Date adopted/reviewed:	25/02/2026
Document number:	DOC/26/4454

THE UNIT

The Community Wellbeing Unit provides services to clients in their own home who have been assessed and are eligible to receive service under Commonwealth Home Support Programs, Home and Community Care Program for Younger People, and Brokerage Clients including Department of Veteran Affairs.

The services are intended to preserve and enhance well-being, health and independence by providing a quality service that focuses on helping the client to stay independent and maintaining their quality of life, whilst living in the comfort and security of their own home. The services are client focused and respond to client diversity and needs.

POSITION OBJECTIVES

Assist older adults, people with disabilities and their carers to maintain their independence within their homes and the wider community, in accordance with the Aged Care Act 2024, the Strengthened Standards, and Council policies and procedures.

The role is clearly underpinned by a commitment to:

- person-centred and culturally safe service delivery
- reablement and restorative approaches
- respect for individual choice, dignity of risk and supported decision-making
- continuous improvement and safe care practices

These objectives are achieved through:

- provision of practical, client-focused and value-adding home-based supports
- provision of responsive and flexible respite for carers
- demonstrating duty of care while supporting client autonomy and choice
- acting in accordance with the Aged Care Code of Conduct at all times

KEY RESPONSIBILITIES AND DUTIES

All duties are undertaken in accordance with the client's Goal Directed Care Plan, service agreement, Council procedures and scope of practice.

Domestic Assistance - Flexible Support

- Negotiate and prioritise tasks with clients based on their goals, safety requirements and time allocations
- Encourage and support the client to participate in tasks to build skills and confidence using a restorative care approach
- Maintain a safe and hygienic home environment consistent with occupational health and safety requirements
- Respect client preferences and routines while maintaining safety standards

Personal Care (as required and paid at band 3)

- Perform or assist with personal care where the client has limited capacity, in line with the care plan.
- Work with clients in a progressive manner to assist them to build their confidence and strength by making use of aids and equipment with the aim of rebuilding the client's independence
- Encourage clients in the use of new techniques such as equipment or change to habitual self-care practices to improve their capacity for self-management
- Undertake foot care as directed, supervised and within training and scope of practice.
- Support clients in a home exercise program as directed, supervised and within scope of practice

Assist with accompanied shopping and community access as per care plan Respite Care (as required and paid at band 3)

- Provide short term support to enable carers to have a break from their caring responsibilities
- Engage in meaningful, safe and person centred activities that engage the care recipient and support the wellbeing of the person being cared for

Monitoring Client Wellbeing and Safety

- Observe and report to your supervisor any relevant changes in the client's health, safety or environment which may be having a positive or negative effect on their wellbeing
- Assist the client to develop new or re-learn old skills to increase and/or maintain the client's quality of life and independence at home and in their community
- Immediately report suspected or actual abuse, neglect, unexplained injuries or inappropriate conduct in line with the Serious Incident Response Scheme (SIRS)
- Support dignity of risk while escalating safety concerns appropriately
- Participate in reviews of care where changes in need are identified

Independence and Skills Promotion

- Assist clients to develop or re-learn skills that support independence participation in daily activities aligned with personal goals

Social/Emotional Support

- Support positive social engagement and community participation
- Provide emotional reassurance and companionship consistent with professional boundaries

Nutritional Support

- Assist the client to implement or maintain a well-balanced and nutritional diet. This can include assisting with meal preparation, menu planning, shopping and delivered meals
- Encourage healthy, safe and culturally appropriate food choices
- Follow food safety and infection control requirements

Other Duties

- Participate in care coordination meetings with service provision and/or assessment team as required
- Participate in service development activities and attend all staff meetings and training sessions as required
- Ability to manage time in the delivery of services to clients in accordance with Goal Directed Care plans, client task lists and roster
- Ability to manage general documentation as required for the role eg. Victorian driver's license, car insurance, working with children check and police checks
- Ensure accurate recording of hours in accordance with weekly rosters including timesheets and leave forms.

Professional and Compliance Obligations

- Comply at all times with the Aged Care Code of Conduct
- Respect and promote the rights of older people under the Aged Care Act 2024
- Obtain and respect informed consent and client choice
- Deliver culturally safe and inclusive services
- Maintain strict confidentiality and privacy
- Monitor the health and wellbeing of clients and report to your supervisor of any changes within the client
- Raise concerns in accordance with whistleblower protections
- Participate in mandatory training and competency assessments
- Use approved documentation and electronic systems accurately

The following legislation and procedures are to be always adhered to:

- Aged Care Act 2024
 - Aged Care Code of Conduct
 - Strengthened Aged Care Quality Standards
 - Serious Incident Response Scheme (SIRS)
 - Privacy Act
 - Freedom of Information Act
 - Public Interest Disclosure (Whistleblower) legislation
 - Occupational Health and Safety Act
 - Confidentiality and Privacy Guidelines
 - Victorian Disability Act
 - Victorian Charter of Human Rights and Responsibilities
- Council's policies, procedures and guidelines including the Code of Conduct

ORGANISATIONAL RELATIONSHIPS

Reports to:	In Home Support Coordinator
Supervises:	Nil
Internal liaisons:	Community Wellbeing staff and other Council Staff as required
External liaisons:	Service Recipients, Clients, Carers, Family Members, District Nursing, Partner Agencies

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Works in a team or individually under routine supervision
- Uses developed skills
- Follows defined care plans and general guidelines with some discretion
- Responsible for quality and safety of own work
- Must escalate risks, incidents and scope concerns to supervisor

JUDGEMENT AND DECISION MAKING

- Nature of the work is clearly defined with established procedures well understood and clearly documented
- May be required to use some originality in approach with solutions usually attributable to application of previously encountered procedures and practices
- Ability to follow instructions for each client as set out in their care plan and service agreements
- Ensure that all possible risks are considered and avoided where practicable
- Ability to use own judgment to address and resolve minor problems, ensuring all aspects out of the ordinary are reported to the office
- Ability to negotiate with the client to determine which tasks will be performed within the allocated time frame
- Supports client choice whilst managing safety requirements

SPECIALIST SKILLS AND KNOWLEDGE

- Knowledge of Home and Community Care Program for Younger People (HACC PYP), Commonwealth Home Support Program (CHSP) and related aged and disability programs
- An understanding of the issues facing carers, people with disabilities and older people living independently in the community
- Ability to work and engage with vulnerable aged clients and clients with either intellectual and/or physical disabilities in a considerate, respectful, professional and caring manner
- Awareness of specific client care needs, for example dementia care
- Provision of personal care to clients who are physically unable to undertake tasks themselves, but are able to make the decisions about the care they need
- Provision of domestic and personal assistance to clients including interpersonal skills, monitoring and responsibility commensurate with the requirements of the role
- Knowledge and awareness of Occupational, Health and Safety and infection control policies, standards and issues.
- An understanding of and commitment to the reablement and restorative care approach
- Understanding of person centred, culturally safe and trauma aware care.
- Understanding professional boundaries and scope of practice

INTERPERSONAL SKILLS

- Clear, respectful verbal and written communication
- Good observational and reporting skills.
- Ability to engage positively with clients, carers and colleagues.
- Understand and work within professional boundaries and scope of practice

QUALIFICATIONS AND EXPERIENCE

- Certificate III in Individual Support or equivalent, or current enrolment and or progress towards qualification
- Current First Aid Level 2
- Employee Working with Children Check with Mount Alexander Shire Council listed as a notifiable organisation
- Victorian Driver's License
- Access to a registered and comprehensive insured vehicle
- Relevant knowledge and skills gained through job experience and training

OCCUPATIONAL HEALTH AND SAFETY

An employee, while at work, shall:

- be responsible for compliance with OH&S regulations relevant to the tasks performed.
- provide a safe working environment for the community and private property whilst engaged in work practices.
- take care of their own health and safety and the health and safety of any other person who may be affected by the employee's acts or omissions at the workplace.
- adhere to and assist in the continuous improvement of Council's occupational health and safety, and risk systems.
- ensure any issues identified as a risk to the public, contractor or members of staff are reported in accordance with Council's incident reporting procedure.
- adhere to and assist in the continuous improvement of Council's risk management system.

All employees may be required to contribute to emergency management planning and activities as they arise and in an emergency, you may be directed by your manager to participate in duties not normally assigned to you.

CHILD SAFETY

Mount Alexander Shire Council is a committed Child Safe organisation and has zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. ALL Council staff must ensure that their behaviours and actions are consistent with these standards.

DIVERSITY, EQUITY AND INCLUSION

Mount Alexander Shire Council is committed to diversity, equity and inclusion. Council welcomes applications from people from different backgrounds, people of culturally and linguistically diverse backgrounds, those living with disabilities, members of the LGBTIQ+ community and people of Aboriginal and Torres Strait Island descent.

INFORMATION SECURITY

Council ensures the protection of information and information systems from unauthorised access, use, disclosure, disruption, modification or destruction in order to provide confidentiality, integrity and availability.

All Council staff review and sign the Acceptable Use Policy and complete mandatory information security training upon commencement and undertake further training relevant to their role.

INTELLECTUAL PROPERTY

Council employees must not disclose any confidential information belonging to Council or otherwise coming into their possession during the course of their employment, except as expressly permitted under any of the organisation's policies or as required by law.

All intellectual property (including patents, copyrights, trademarks, inventions, designs or other intellectual property) created and/or developed by a Council employee whilst at work or while using Council's equipment is the exclusive property of Council.

ADDITIONAL INFORMATION

- As part of the recruitment and selection and related policies, a pre-employment medical, satisfactory Police Record Check and Working with Children Check is required for this position.
- You may be provided with or use equipment that contains electronic monitoring devices.
- All employees are required to actively participate in the annual performance development review. Position descriptions are reviewed as part of this process.
- As public officers under the Public Records Act 1973, have responsibilities for ensuring that records created and received are captured, managed, stored, and destroyed in accordance with Public Records Office of Victoria standards and policies and procedures adopted by the Council

KEY SELECTION CRITERIA

- Certificate III in Individual Support or equivalent, or evidence of enrolment and progress towards qualification
- Knowledge of and sensitivity to the issues faced by frail older people and people with disabilities and their carers
- Evidence of ability to work independently and as member of a team environment
- Interpersonal and written communication skills
- Experience in providing personal care is highly desirable
- Experience and skills in general housekeeping and administrative tasks
- Knowledge and understanding of health and safety issues relevant to work activities and work area
- Demonstrated understanding and willingness to participate in occasional weekend work to support service delivery and client needs