

Melton City Council

# Community Connection Worker

Position Description

PD: 00191

A welcoming and liveable  
City accessible to all

## 1. Position details

|                         |                                                                                                   |
|-------------------------|---------------------------------------------------------------------------------------------------|
| Position Title          | Community Care Worker                                                                             |
| Directorate             | City Life                                                                                         |
| Business Unit           | Community Care and Active Living                                                                  |
| Position Classification | Band 3                                                                                            |
| Enterprise Agreement    | Melton City Council Enterprise Agreement No 10 2022 - 2026 or any successor enterprise agreement. |

## 2. Organisational relationships

|                   |                                                                                                                                                                                                          |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reports to        | Service Coordination Supervisor                                                                                                                                                                          |
| Supervises        | Nil                                                                                                                                                                                                      |
| Internal liaisons | <ul style="list-style-type: none"><li>• Council Staff</li></ul>                                                                                                                                          |
| External liaisons | <ul style="list-style-type: none"><li>• Clients, carers and their representatives</li><li>• Local community service providers and health professionals</li><li>• General members of the public</li></ul> |

## 3. Our Organisation

### 1. Council Values

Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

### 2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

### 3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

### 4. Child Safe Environment

Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.

### 5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.



#### 4. Position objectives

- Provide a range of high-quality community care support services, including domestic assistance, personal care, flexible respite, individual social support and other services for clients of the Home and Community Care Program for Younger People (HACC PYP) and the Commonwealth Home Support Program (CHSP) across the City of Melton.
- Work with clients to identify their strengths and build their capacity to achieve their goals, enhancing their independence and wellbeing.

#### 5. Key responsibility areas

- Provide community care support including domestic assistance, personal care, flexible respite, individual social support and other services to eligible HACC PYP and CHSP clients using a person-centred approach as outlined in their care plans.
- Support clients to maintain and develop independent living skills and routines.
- Adhere to Council's Code of Conduct and other Policies relevant to the new Aged Care Act 2024.
- Monitor the physical, social, and emotional wellbeing of clients and report any concerns to the Service Coordination Supervisor.
- Foster positive and respectful relationships with clients, respecting cultural values, beliefs and individual choices.
- Support clients in making decisions regarding their support requirements, activities/entertainment and community access and ensure adequate safety and security for self, clients and others through identification of occupational health and safety risks.
- Attend and actively participate in staff meetings and opportunities for skill development and training.
- Perform required administrative tasks accurately and in a timely manner.
- Take immediate action and respond accordingly in an emergency in accordance with Councils policies, procedures and processes to ensure the safety of consumers, themselves and the community.

#### 6. Accountability and extent of authority

- Responsible for providing service specific tasks to clients under the general direction of the Service Coordination Supervisor.
- Adherence to assigned rostered services, accurate maintenance of rostered records and work-related travel time and kilometres, inclusive of timely submission of payroll related information.
- Independent, quality and timely completion of tasks and duties.
- Undertake duties in a safe manner that do not compromise the health and safety of colleagues, clients or members in the community and report any unsafe conditions regarding Occupational Health & Safety checks, including products and equipment requirements.
- Provide clients and their carers with information regarding their rights including compliments and complaints process.
- Exhibit a strong dedication to Occupational Health and Safety (OHS) accountability by adhering to pertinent OHS regulations, policies and procedures, actively fostering a secure work environment, and proactively mitigating potential workplace risks.

## 7. Judgement and decision making

- Ability to perform clearly defined work using well understood specific guidelines provided in relation to the range and nature of duties to be undertaken.
- Demonstrate initiative in undertaking required tasks in the home and community within allocated time constraints.
- Exercise personal judgement and discretion based on training and experience when faced with a range of day-to-day situations and choose appropriate course of action, equipment or methods.
- Guidance and advice are always available.

## 8. Specialist knowledge and skills

- Experience, knowledge and understanding of the needs of older people and people with a disability living at home.
- Understanding and sound knowledge of Occupational Health and Safety practices, including manual handling procedures.
- Knowledge of the HACC PYP and CHSP purpose and functions of the role within the organisational context, including relevant policies and procedures.
- Knowledge of hygiene, food preparation and safe food handling procedures.
- Basic computer skills.

## 9. Management skills

- Basic skills to manage time, plan and organise own work in liaison with the client and within the allocated rostered hours.
- Basic record keeping, client information management and administration skills.
- Provision of on-the-job training and guidance to other members of the team in routine matters.

## 10. Interpersonal skills

- Ability to establish and maintain positive working relationships with clients and their families and be responsive to their needs.
- Ability to gain the confidence of clients effectively and develop rapport with older people and people with disabilities with a basic understanding of the ageing process, the effects of dementia and other related conditions.
- Well-developed written and verbal communication skills, including the ability to resolve minor problems with clients, other employees and members of the public.
- Respect and maintain confidentiality of clients.
- Work individually unsupervised, and collaboratively in a team environment.
- A person-centered approach including consideration and respect for clients and their connection to the natural environment.

## 11. Qualifications and experience

- Experience, knowledge and skills relevant to the various support services provided to members in the home and community under the HACC-PYP & CHSP.
- Experience, knowledge and understanding of the needs of older people with disabilities and their careers.
- The position requires the individual to be able to meet the physical demands of the job. The incumbent must be physically able to carry out a range of household related duties

involving lifting and/or repetitive heavy-duty tasks including vacuuming.

- Certificate III in Individual Support (Ageing, Home and Community, Social Support Individual) or equivalent and/or experience in a relevant field.
- Current First Aid Certificate and employee Working with Children Check.
- Current valid Victorian Drivers licence and access to a safe and appropriately registered and comprehensively insured vehicle suitable for the purpose of transporting clients.

## 12. Key Selection Criteria

1. Certificate III in Individual Support (Ageing, Home and Community, Social Support Individual) or equivalent and/or experience in a relevant field.
2. Ability to build respectful and supportive relationships with clients, carers and their families, encouraging client choice, participation and decision-making in their care and daily activities.
3. Demonstrated experience delivering in home and community care services including domestic assistance, personal care, respite and individual social support to older people and people with a disability.
4. Ability to take immediate action in an emergency to ensure the safety of clients, the community and self.
5. Use judgement and discretion in daily work, drawing on training and experience to address minor issues, respond to enquiries and refer more complex matters to the supervisor.

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Manager Community Care  
& Active Living

March 2026

Approved by Position Title

Date Approved

Incumbent's name

Signature

Date

