Thank you for your interest in applying for the position of Community Care Worker with the City of Ballarat. Please find enclosed an information package for the position. The package includes the following documents:

- Employment Details
- Benefits of working with the City of Ballarat
- Position description including the ‘Key Selection Criteria’
- ‘How to Apply’
- Application Cover Sheet

For general details of the Council, please refer to the following web site: www.ballarat.vic.gov.au

For further information about the position or duties involved; please contact Sue Kennedy, Team Leader Operations & Brokerage on (03) 5320 5851.

If you wish to apply for this position, please refer to ‘How to Apply’ notes at the end of this document.
Employment Details for the Position

Status: Temporary, Part-time, position until December 2015

Hours: Required availability for this position will be between the hours of 7 am to 7 pm, 5 days per week, with a guaranteed minimum of 17.5 hours per week

Location: The position will be based at the Phoenix, 25 Armstrong Street South, Ballarat

Agreement: Ballarat City Council Enterprise Agreement No 6, 2013

Classification: Band 2 or 3 dependant on role

Salary: $48,639 to $54,110 pro rata, per annum plus 9.5% superannuation

Payment Details: Salary is paid on a fortnightly basis into a nominated bank account by direct bank deposit

Superannuation: Council will contribute 9.5% of salary to a complying superannuation fund nominated by an 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

Qualifying Period: This position is subject to an initial six (6) month qualifying period

Annual Leave: Four (4) weeks annual leave pro rata per annum

Sick Leave: Twelve (12) days sick leave pro rata per annum

Long Service Leave: Three (3) months 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

Pre-Employment Medical: 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

Psychometric Testing: The preferred candidate may be required to undertake psychometric testing

Security Checks: The preferred candidate will be required to undertake a police check and dependent on the inherent requirements of the position may need to undertake a Working with Children Check

Professional Development: Council recognises the importance of the employee maintaining an adequate level of skill and will allow for appropriate training opportunities
Benefits of working with the City of Ballarat

Working at the City of Ballarat, you will be rewarded with flexible working arrangements, work/life balance, an attractive salary, study assistance programs, discounted gym memberships and an encouraging and supportive work environment.

As the Council provides a diverse range of services to the Ballarat community, employment opportunities can vary from Administration, Engineering, Planning, Home Care and Management with the majority of staff working on a full-time basis and the remainder part-time and casual.

- Salary Sacrifice
- Study Leave
- Wellness Program including discounted gym membership
- Dry Cleaning Services
- Payment of rates through payroll deduction if you are a ratepayer
- 10% discount of purchases from the Art Gallery of Ballarat Gift Shop

Family Friendly and Flexible Working Arrangements

- 13 weeks Paid Maternity Leave
- 2 weeks Paid Paternity leave
- 48/52 arrangements
- Job sharing
- Baby feeding facilities

24 Hours Employee Assistance Program (EAP)

- Converge International is the Council’s preferred EAP supplier
- Designed to help employees deal with any work-related or personal problems
- Confidential

Professional Development

- Committed to developing its people by strategically identifying, developing and evaluating learning opportunities
- Access to learning opportunities will be non-discriminatory, based on corporate, team and individual needs and developments
1. ORGANISATIONAL CONTEXT

As a result of population growth across Australia, Ballarat is now one of the largest inland regional cities in the country. Ballarat is uniquely located with easy access to Melbourne, Geelong and Bendigo and is the Western Victorian capital for a region of 400,000 people.

The Community Care and Access section provides an integrated range of services for older people and people with disabilities and their carer’s. These include information services, assessment, home care, personal care, respite services, food services, home maintenance, senior citizen’s centres, adult day centres and a community centre. The fundamental purpose of all of these services and supports is to maintain and support people’s independence and participation in community life. Community Care Workers provide home care, personal care, respite services, and assistance with shopping to older people and people with disabilities, usually in the client’s home and sometimes in the community. The fundamental purpose of these services is to maintain and restore people’s independence within their own homes and their community.

From a Health and Safety perspective the City of Ballarat requires the following of Community Care Workers:

- Follow City of Ballarat policies and procedures
- Report hazards and other unsafe practices
- Report injuries as soon as possible to your Manager/Supervisor
- Participate constructively in all forums set up to investigate, improve or communicate safety
2. POSITION OBJECTIVES

The primary objective of the role of a Community Care Worker is infection control, to support the wellbeing of clients to maintain clients’ independence within their own homes and the wider community. As such, the role of the Community Care Worker is clearly underpinned by a commitment to and capacity to grow community development through each task undertaken. These objectives are achieved through:

- The provision of practical, client focused and value adding home-based support for frail older people, people with a disability and their primary carers
- Ensuring at all times a duty of care to self, colleagues and clients is clearly demonstrated in all work practices

3. KEY RESPONSIBILITY AREAS

The duties undertaken by Community Care Workers will vary in the degree of responsibility required of a task.

- Provide housekeeping assistance with day to day cleaning, laundry requirements and food preparation
- Undertake shopping and assist with banking tasks, paying of accounts and making or keeping appointments
- Transport and assist clients to shop or to keep appointments
- Observe, monitor and report any changes in client’s well being
- Provide support and company to clients within the worker’s allocated time
- Participate in and contribute to team meetings and professional development opportunities
- A core component of all functions performed in the clients home is to read and adhere to details as provided in the clients Communication book
- Observe client for signs of general wellbeing and note any variances in the clients Communications book and report to the office via a Communications Sheet to Supervisor
- Assist in the delivery of Delivered Meals (as required)
- Assist clients with personal care tasks which include dressing, grooming, hygiene, mobility and toileting
- Monitoring and/or prompting medications in accordance to written instructions and the Grampians Regional Personal Care Protocol
- Assist with the maintenance and development of skills in activities of daily living
- With appropriate training, assist in the development of a range of independent living skills
- Adherence to professional boundaries and respect for the client
- Report hazards and incidents as soon as possible
- Constructive participation in investigations and assistance in implementing corrective actions
- Wear PPE and follow safe work procedures as directed
- Constructively participate in monthly team meetings
4. ORGANISATIONAL RELATIONSHIPS

Reports to: Community Care Coordinator

Internal Liaisons: Community Care Staff
City of Ballarat Staff

External Liaisons: Clients and their carers
Staff of other agencies which might include nursing services,
brokerage agencies, general practitioners, employees of shops,
banks and the wider community

5. ACCOUNTABILITY AND EXTENT OF AUTHORITY

- To provide high quality home based assistance to a range of clients with varying needs
  (excluding respite care and services to clients that are unable to make decisions about the
care they need), with support and direction from the Community Care and Support
  Supervisor
- Observe and monitor client’s general wellbeing whilst providing the necessary services
- Ensure communication recorded in the communication book is accurate and up to date
- To be accountable for the quality of assistance provided

6. JUDGEMENT AND DECISION MAKING

- Complete documentation for communication book and report incidents to coordinator as
  required
- Escalate concerns to the coordinator, and in appropriate circumstances emergency services
- Record regular and continued observations of the client’s wellbeing in the communication
  book to identify patterns and/or accumulative effects on their health
- Work within established procedures and guidelines, utilise judgement and experience from
  previously encountered problems to assist you in the delivery of home care services
- Guidance and advice is available
- To contribute as part of a team, including the team supervisor

7. SPECIALIST SKILLS AND KNOWLEDGE

- Housekeeping skills including the safe and competent use of household equipment
- Knowledge of and sensitivity to issues faced by frail older people and people with disabilities
  and their carer’s, some of whom may come from culturally and linguistically diverse
  backgrounds
- Knowledge of Equal Opportunity practices
- Knowledge of Safe Work practices
- Willingness to become competent in day to day use of electronic equipment, which includes
  PDA’s
- Well-developed verbal and written communication skills to effectively interact with clients and
  record any observed changes in the clients general wellbeing
8. INTERPERSONAL SKILLS

- Ability to communicate sensitively with frail older people, people with disabilities and their carers
- Ability to include culturally and linguistically diverse clients and co-workers into services and teams respectively
- Ability to interact with clients, team members, management and the general public
- Ability to develop & maintain positive and non-dependent relationships with client
- Ability to write effectively & succinctly as required. This includes entries in client communication books, completion of incident reports and other reports regarding client wellbeing and/or safety
- Ability to keep accurate records, including completion of the communication book and medication sheets
- To follow and adhere to all document requirements as per the Grampians Region Personal Care protocol

9. QUALIFICATIONS AND EXPERIENCE

- Certificate III in Aged Care, or equivalent
- Current Level 2 First Aid certificate
- Experience in the provision of home and community based care is highly desirable

10. KEY SELECTION CRITERIA

- Certificate III in Aged Care or equivalent including Assist Clients with Medication module
- 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 and respite services
- Experience and skills in general housekeeping and administrative tasks
- Knowledge and understanding of health and safety issues relevant to work activities and work area
- Willingness to undertake a national/international police check
- Knowledge and understanding of health and safety issues relevant to work activities and work area

MANDATORY

- Current Victorian driver’s licence, car and telephone
- Successful completion of a police check

HOURS OF DUTY

- Hours of availability to be considered are weekdays, weeknights and weekends
Position Description

POSITION: Community Care Worker

CLASSIFICATION: Band 3

AGREEMENT: Ballarat City Council Enterprise Agreement No. 6 2013

DIVISION: People & Communities

BUSINESS UNIT: Community Care & Access

APPROVING MANAGER: Manager Community Care & Access

DATE UPDATED: January 2015

NAME OF INCUMBENT: ____________________________

SIGNED: ______________________________________

DATED: ______________________________________

1. ORGANISATIONAL CONTEXT

As a result of population growth across Australia, Ballarat is now one of the largest inland regional cities in the country. Ballarat is uniquely located with easy access to Melbourne, Geelong and Bendigo and is the Western Victorian capital for a region of 400,000 people.

The Community Care and Access section provides an integrated range of services for older people and people with disabilities and their carer’s. These include information services, assessment, home care, personal care, respite services, food services, home maintenance, senior citizen’s centres, adult day centres and a community centre. The fundamental purpose of all of these services and supports is to maintain and support people’s independence and participation in community life. Community Care Workers provide home care, personal care, respite services, and assistance with shopping to older people and people with disabilities, usually in the client’s home and sometimes in the community. The fundamental purpose of these services is to maintain and restore people’s independence within their own homes and their community.

From a Health and Safety perspective the City of Ballarat requires the following of Community Care Workers:

- Follow City of Ballarat policies and procedures
- Report hazards and other unsafe practices
- Report injuries as soon as possible to your Manager/Supervisor
- Participate constructively in all forums set up to investigate, improve or communicate safety
2. POSITION OBJECTIVES

The primary objective of the role of a Community Care Worker is infection control and support wellbeing of clients to maintain clients’ independence within their own homes and the wider community. As such, the role of the Community Care Worker is clearly underpinned by a commitment to and capacity to grow community development through each task undertaken. These objectives are achieved through:

- The provision of practical, client focused and value adding home-based support for frail older people, people with a disability and their primary carers
- The provision of responsive and flexible respite services for primary carers
- Ensuring at all times a duty of care to self, colleagues and clients is clearly demonstrated in all work practices

3. KEY RESPONSIBILITY AREAS

- Carry out duties for respites as detailed in the delivery instructions
- Respites with high needs clients with moderate to severe disability and/or challenging behaviours where they are unable to make decisions about the care they need
- Adherence to professional boundaries and respect for the client
- Any of the tasks with the exception of domestic assistance and personal care, where a respite is assigned as a Band 3, where the high needs of the client require more complex knowledge and skills or the need to exercise heightened discretion on the part of the Carer.
- High needs clients include those with:
  - moderate to severe disabilities and/or challenging behaviours;
  - Advanced dementia;
  - Complexity of needs- e.g. double incontinence and specialist feeding
- Occupational Health and Safety checks
- Occupational Health and Safety representatives
- Report hazards and incidents as soon as possible
- Constructive participation in investigations and assistance in implementing corrective actions
- Wear PPE and follow safe work procedures as directed
- Constructively participate in monthly team meetings

4. ORGANISATIONAL RELATIONSHIPS

Reports to: Community Care Coordinator

Internal Liaisons: Community Care Section Staff
City of Ballarat Staff

External Liaisons: Clients and their carers
Staff of other agencies which might include nursing services, brokerage agencies, general practitioners, employees of shops, banks and the wider community
5. ACCOUNTABILITY AND EXTENT OF AUTHORITY

- To provide high quality home based assistance to high needs clients, with support and direction from the Community Care and Support Supervisor
- To be accountable for the quality and timeliness of assistance provided and for the care of client’s equipment and assets
- Observe and monitor client’s general wellbeing whilst providing the necessary services
- Ensure communication recorded in the communication book is accurate and up to date
- When requested advise and discuss with clients, family members, team members and management on specific procedures and processes relating to duties

6. JUDGEMENT AND DECISION MAKING

- Complete documentation for communication book and report incidents to coordinator as required
- Escalate concerns to the coordinator, and in appropriate circumstances emergency services
- Record regular and continued observations of the client’s wellbeing in the communication book to identify patterns and/or accumulative effects on their health
- To exercise discretion in choosing the best means of engaging clients and of completing allocated tasks
- To contribute as part of a team, to the ongoing improvement of the procedures and processes that guide service delivery
- To assess when appropriate to seek guidance and advice from Community Care and Support Supervisors
- Select appropriate process and equipment to meet work objectives

7. SPECIALIST SKILLS AND KNOWLEDGE

- Personal care skills and knowledge of manual handling practices
- Skills and knowledge relating to the care of people with high & often complex support needs
- Knowledge of and sensitivity to issues faced by frail older people and people with disabilities and their carers, some of whom may come from culturally and linguistically diverse backgrounds
- Knowledge of Equal Opportunity practices
- Knowledge of Safe Work practices
- Well-developed verbal and written communication skills to effectively interact with clients and record any observed changes in the client’s general wellbeing

8. MANAGEMENT SKILLS

- Ability to organise and prioritise tasks
- Independent time management skills including the ability to complete tasks in time allocated.
- Ability to keep accurate records, including completion of the communication book and medication sheets
- Keep professional knowledge up-to-date
9. **INTERPERSONAL SKILLS**

- Ability to communicate sensitively with frail older people, people with disabilities and their carers
- Identify and manage complex situations related to challenging behaviours
- Ability to include culturally and linguistically diverse clients and co-workers into services and teams respectively
- Ability to interact with clients, team members, management and the general public and resolve minor problems
- Ability to develop & maintain positive and non-dependent relationships with clients
- Ability to exercise appropriate assertiveness and reflective practices regarding both their own behaviours and those of others
- Demonstrate a commitment to the development of effective team work
- Demonstrate a commitment to ongoing professional development
- Ability to write effectively & succinctly as required. This includes entries in client communication books, completion of incident reports and other reports regarding client wellbeing and/or safety
- To follow and adhere to all document requirements as per the Grampians Region Personal Care protocol

10. **QUALIFICATIONS AND EXPERIENCE**

- Certificate III in Aged Care, or equivalent
- Current Level 2 First Aid certificate
- Experience in the provision of home and community based care
- Demonstrated knowledge and experience of challenging behaviour management strategies
- Working with children check

11. **KEY SELECTION CRITERIA**

- Certificate III in Aged Care or equivalent
- 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
- Experience and skills in general housekeeping and administrative tasks
- Knowledge and understanding of health and safety issues relevant to work activities and work area
- Willingness to undertake a national/international police check
- Knowledge and understanding of health and safety issues relevant to work activities and work area
MANDATORY
- Current Victorian driver’s licence, car and telephone
- Successful completion of a police check
- Working with children check

HOURS OF DUTY
Hours of availability to be considered are Weekdays, weeknights and weekends and overnight

EXPECTED BEHAVIOURS

City of Ballarat Expected Behaviours, Skills and Attitude

<table>
<thead>
<tr>
<th>Competency</th>
<th>Skill</th>
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<tbody>
<tr>
<td><strong>Customer Focus</strong></td>
<td>o Meets the needs of customers</td>
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<tr>
<td></td>
<td>o Acts with customers in mind</td>
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<tr>
<td></td>
<td>o Establishes and maintains effective relationships with customers and gains their trust and respect.</td>
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<tr>
<td><strong>Time Management</strong></td>
<td>o Uses his/her time effectively and efficiently</td>
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<td></td>
<td>o Values time; concentrates his/her efforts on the more important priorities.</td>
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<tr>
<td><strong>Perseverance</strong></td>
<td>o Sets challenging but realistic goals and workloads then pursues them with energy, drive, and sees them through to completion</td>
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<tr>
<td><strong>Self-Development</strong></td>
<td>o Continuously improves self</td>
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<td></td>
<td>o Understands that different situations may call for different skills and approaches</td>
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<tr>
<td></td>
<td>o Uses strengths well</td>
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<tr>
<td></td>
<td>o Works on improving weaknesses</td>
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<tr>
<td><strong>Integrity and Trust</strong></td>
<td>o Is seen as a direct, truthful individual. Keeps confidences</td>
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<td></td>
<td>o Admits mistakes</td>
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<td></td>
<td>o Doesn’t misrepresent him/herself for personal gain.</td>
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<tr>
<td><strong>Listening</strong></td>
<td>o Practices attentive and active listening</td>
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<tr>
<td></td>
<td>o Has the patience to hear people out</td>
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<td></td>
<td>o Can accurately restate the opinion of others even when he/she disagrees.</td>
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<tr>
<td><strong>Peer Relationships</strong></td>
<td>o Works well with others to resolve conflicts</td>
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<td></td>
<td>o Is seen as a team player and is cooperative</td>
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<td>o Easily gains trust and support of peers</td>
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<td></td>
<td>o Encourages collaboration</td>
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<td>o Can be candid with peers</td>
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</table>
How to Apply

These notes are provided to assist you in the preparation of your application and to help the selection panel judge your application.

Application Cover Sheet
Please ensure you complete the ‘Application Cover Sheet’ and include in your application. The personal information collected on this form will be used solely by the Council for that primary purpose for which it was collected or a purpose the person would reasonably expect. If this information is not collected your application will not be processed. The applicant understands that the personal information provided is for recruitment purposes and that he or she may apply to the Council for access to and/or amendment of the information.

Addressing Key Selection Criteria
The Key Selection Criteria are listed in the Position Description. Each criterion must be addressed and it is essential that the information you provide is clear, concise and most importantly relevant, so that the selection panel can readily assess your application for the above position. It is up to you to demonstrate that you understand the requirements of the position and that you have the necessary knowledge, experience and qualifications to successfully carry out the duties of the position. It must be noted that it is not practical to interview all applicants and therefore only those who best meet the requirements will be short-listed for interview.

Applications
• Ensure that you have read the position description and understand the requirements of the position

• Your application should include;
  o Application Cover Sheet
  o A covering letter
  o A document addressing the key selection criteria
  o A current resume

All applications will be treated with the strictest confidentiality and are to be submitted by email to: applications@ballarat.vic.gov.au.

Alternatively, you may post your application to;

“Private and Confidential”
Human Resources
City of Ballarat
PO Box 655
BALLARAT VIC 3353

Please do not hand - deliver your applications. Please use a paperclip to secure all documents; do not staple your application or enclose your application in a folder.

Applications close: Friday 13 February 2015 at 5.00pm
Please Note: Late Applications cannot be accepted.
Application Cover Sheet

Position Applied for: __________________________________________

Note: Applicants are required to respond to the Key Selection Criteria in their applications

Full Name: __________________________________________

Address: _______________________________ Suburb: ___________________________

State: _________ Post Code: ______________

Email Address: ________________________________

Phone: Mobile: ____________________ Other: ______________________

Do you have?

- Current Driver’s License Y/N
- Current First Aid Certificate Y/N
- Current Police Check (not more than 6 months old) Y/N
- Are you willing to undertake a Police Check if required? Y/N
- Have you completed the attached Professional Referees form? Y/N
- Have you read and understood the Position Description? Y/N
- Have you read ‘How to Apply’ instructions in the Information Pack? Y/N

What is your availability to work e.g. hours, days and date of commencement?

_____________________________________________________________________

Where did you see this position advertised?

_____________________________________________________________________

**** Don’t forget to attach your Resume and address the Key Selection Criteria ****
Right to Work

Please note that in order to work at the City of Ballarat, you must have the legal right or be in the process to obtain permission to work in Australia. If you do not currently have that right, you may apply for this position and the Council may be able to assist you in obtaining that right; however the Council offers no guarantee of such assistance.

Are you an Australian citizen?  Yes  No
If No, please tick appropriate evidence that you can provide:

☐ Certificate of evidence of resident status
☐ Valid visa with work right

PRIVACY ACT INFORMATION AND DECLARATION

The personal information requested on this form is being collected by the Council for recruitment purposes. The personal information will be used solely by the Council for that primary purpose for which it was collected or a purpose the person would reasonably expect. If this information is not collected your application will not be processed. The applicant understands that the personal information provided is for recruitment purposes and that he or she may apply to the Council for access to and/or amendment of the information. Requests for access and or correction should be made to the responsible officer and/or the Privacy Officer.

Professional Referees

I hereby agree to the following nominated persons acting as referees and being contacted for the purpose of seeking referee information regarding my previous employment performance and my suitability for future employment:

<table>
<thead>
<tr>
<th>Name of Referee (Direct Manager if possible)</th>
<th>Company and Position</th>
<th>Contact Phone Number</th>
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<tbody>
<tr>
<td>1.</td>
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<td>2.</td>
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<td>3.</td>
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</table>

I confirm that the above referees have been contacted by me and have consented to acting as referees on my behalf. I understand that failure to gain the consent of the persons listed above to act as referees may result in the City of Ballarat not considering me for employment.

I further understand that only information which may assist me gain employment or assess my suitability for employment will be sought from the referees, and that such information will be handled in accordance with the City of Ballarat's Privacy Act Policy and Victorian Information Privacy Act 2000, including the provision of access to that information.

Name of Applicant .................................................................
Signature .............................................................................
Date .....................................................................................