



Position Description

POSITION DETAILS	
Date of PD	April 2019
Position Title	Community Worker
Position Grade	5
Directorate Business Unit	Community Services Social & Community Services
Reports to	Coordinator
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements

POSITION OVERVIEW

This position is responsible for delivering best practice support to individuals and groups across Community Care focussed on people over 55 years, people with disabilities and carers.

KEY RESPONSIBILITIES

- Rotate between activities to deliver support to individuals, their families and groups to improve health, social connection and wellbeing, while meeting key performance indicators. The role is predominantly in the field and requires some work out of business hours
- Manage own roster to deliver support to a case load of participants including enquiry, initial assessment, reassessment, individual planning, support provision, referral and exit
- Manage own roster to deliver support to a case load of groups in an enabling way, supporting people to take control of their own group and reduce reliance on formal support
- Tailor best practice support based on Social Role Valorisation to achieve each individual's goals and successful group activities such as person-centred planning, teaching skills, wellness, positive behaviour support, solution focussed approach and positive and healthy ageing
- Record, update and maintain required information within set timeframes including processes to ensure accuracy of data
- Support volunteers to implement best practice support
- Liaise with and educate families, significant others and stakeholders
- Expand and reinforce natural supports in each person's life
- Use reflective practice to continuously improve support and activities
- Resolve day to day conflict in line with work processes and escalate as needed
- Be a positive role model
- Liaise with and monitor tutors and contractors on a day to day basis and report issues
- When rotated to Meals on Wheels, support volunteers, oversee the volunteer meal delivery runs on a daily basis, develop and update rosters and documents and coordinate relief for volunteer absences

- Develop and build on an awareness of activities and services in the area and inform participants
- Drive Council vehicles
- Ensure to take reasonable care of the health and safety of yourself, staff, visitors, contractors and volunteers whilst at work, and cooperate with Council to comply with WHS legislative obligations.
- Ensure EEO, the principles for a culturally diverse society, and Council policies are complied with at all times.
- Contribute to improved customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

Knowledge

ESSENTIAL Qualifications (Level)

- Current Driver's license
- Current First Aid certificate
- Food Safety certificate or able to attain within the first 3 months of employment

Experience

- Minimum two years' experience working in the community sector applying best practice approaches
- Work with a diverse range of people
- Maintaining required information within set timeframes including processes to ensure accuracy of data and records

Skills

- Delivering best practice support to individuals and groups focussed on participants achievement of goals
- Self-motivated with the ability to work independently, and as part of a team
- Demonstrated organisational skills to manage multiple tasks
- Ability to meet strict deadlines and work under pressure
- Ability to source and support people into valued community networks and activities
- Excellent verbal and written communication skills
- High attention to detail
- Intermediate computer literacy including Microsoft suite of products and other applications.

DESIRABLE Qualifications

- Certificate 4 in relevant community sector qualification

Acknowledgement:

I, acknowledge that I have read and understood the above position description and have been given a personal copy.

Signatures:

Employee's Signature Date:

Manager's Signature..... Date: