

## Positions Vacant

### Community Support Worker

Position will remain open until filled

### How to Apply



ABN 43 593 215 992

#### 1. Covering Letter

Provide a covering letter outlining your experience and reason for wanting to apply for this position

#### 2. Selection Criteria

Address the essential selection criteria listed in the position description

#### 3. Resume

Provide a resume, which includes

- Education and Qualifications
- Professional Development (any other courses you have completed or are enrolled in)
- Computer skills and software packages, you are familiar with
- Employment History (Position, School/Organisation, Dates)
- Copy of Blue Card (if you hold one)
- Name and contact details of two referees

#### 4. Submit your application by

Applications can be emailed to [employment@napranum.qld.gov.au](mailto:employment@napranum.qld.gov.au) or delivered in person to the Napranum Council reception at 320 Wa-Tyne St Napranum.

**Please note: applications that are submitted without a cover letter or information addressing the selection criteria may not be considered.**

## Position Description

Title:	Community Support Worker	Classification Level	
Department	Child and Family Support Services	Award	Queensland Local Government Industry (Stream B) Award – State 2017
Reports To:	NADS Manager	Location	Napranum
Nature of Employment	Fulltime		

### PRIMARY POSITION OBJECTIVE/S

- Provide assistance to elderly people and those with disabilities to remain living independently in their own homes and in community, in a dignified and safe manner in accordance with individual care plans.
- Promote and maintain client independence, enhance their quality of life and prevent premature or inappropriate admission to long-term residential care.
- Complete kitchen hand duties to assist the Cook to prepare and provide culturally appropriate and nutritional meals to NADS clients.
- Provide appropriate cultural care to our clientele in a respectful manner.

### NASC VALUES

Our Values are the principles and beliefs that define who we are as a Council. They provide purpose and direction and help to guide the decisions we make every day to support the implementation of our Corporate Plan in the best interests of the Napranum community.

<b>Local Participation</b>	The diversity of our community is one of our strengths. We are committed to creating and supporting opportunities for local people.
<b>Mutual Respect and Trust</b>	Building and maintaining positive relationships that are based on mutual respect and trust.
<b>Professionalism</b>	We are acting within the limits of our authority and maintain a high standard of ethics and integrity.
<b>Pride</b>	We are demonstrating our pride by connecting with the community and celebrating our successes.
<b>Listening to Our community</b>	Taking time to listen to the people of Napranum to ensure we are working on delivering the programs and services that will make a real difference to people's lives.
<b>Accountability</b>	We are taking ownership for the decisions and actions that impact our community.
<b>Innovation and Continuous Improvement</b>	We show leadership and encourage new initiatives and a culture of continuous improvement

## JOB RESPONSIBILITIES

### *Community Support Worker Responsibilities*

- Provide high level, culturally appropriate personal care and support to all clients, which includes assisting clients with domestic duties, personal care, medication prompting, social support activities and transport, under the guidance and direction from individual care plan.
- Perform domestic duties, as required, such as:
  - Change beds.
  - Sweep/mop when needed.
  - Clean bathroom.
  - Attend to client's washing.
- Provide monitoring of client's health and well-being, and contribute to program service development.
- Obtain and maintain relevant industry qualifications and work towards continued improvement

### *Kitchen hand Responsibilities*

- Assist the Cook to prepare and provide culturally appropriate and nutritional meals to NADS clients.
- Provide catering for Council functions and ad hoc lunches as required and within the means of NADS capability.
- Ensure a high level of Work Health and Safety and Food Safety compliance is maintained in the kitchen at all times.
- Observe and practice safe food handling techniques.
- Ensure all temperature controlled equipment is monitored at correct temperature and any maintenance attended to promptly.
- Be responsible for maintaining and restocking kitchen equipment/materials.
- Ensure stock is rotated and kept up to date to avoid spoilage and waste.
- Ensure meals are presented attractively and at correct temperature.
- Ensure meals are prepared to meet client dietary requirements.
- Ensure correct meals are delivered to clients on time both at the centre and in the community.

### *General Responsibilities*

- Be responsible for the welfare, comfort and safety of clients at all times.
- Be courteous, culturally appropriate and respectful to all clients at all times.
- Respect the privacy of clients and their families, and be caring, diplomatic and maintain good work practices.
- Establish appropriate and effective working relationships with service users, maintaining professional boundaries.
- Maintain tick sheets, progress notes and staff communication book daily.
- Maintain and adhere to Aged Care budgets relating to supplies.
- Be responsible for maintaining and restocking cleaning equipment/materials.
- Participate in planning meetings with Aged Care Manager/Cook to plan activities.
- Be able to work independently in problem solving and planning outings and activities for clients.
- Be familiar with emergency procedures at NADS and on outings.
- Record client and activity information as required by the NADS Manager to meet legal data set requirements.
- Report any incidents, complaints and incidents to NADS Manager immediately and complete required paperwork.

- Ensure that all key events/changes are reported to the NADS Manager immediately.

## PERFORMANCE CRITERIA

- Tasks allocated to the position shall be performed to agreed standards and in accordance with established procedural guidelines. Performance indicators shall be those as agreed with the NADS Manager.
- Work shall be performed in accordance with industry-accepted standards, quality standards and in accordance with the current Work Health and Safety Act 2011 and other legislative requirements and standards appropriate at the time and including Council's policies and procedures.
- Allocated tasks shall be completed within agreed timeframes.
- Follow Council employment and working arrangements, agreements and rulings on attendance at work and leave. This includes not being absent without approval and accurately and truthfully recording work and leave periods. Employees have an obligation to promptly notify Council as soon as practicable upon becoming aware that they are going to be absent from work.
- Active participation in supervision discussions, performance reviews professional development activities, staff meetings and training as required or directed.
- Demonstration of a spirit of co-operation towards other employees and the achievement of Council's aims and objectives.

## CORPORATE RESPONSIBILITIES

- Adhere to, and enforce on any other Council staff or visitors when necessary, all other obligations under the *Work Health Safety Act 2011* or as amended or replaced.
- Maintain a high level of confidentiality at all times.
- Represent the Council in a positive and responsible manner at all times.
- Comply with all Council policies and Code of Conduct.
- Maintain effective Communication.
- Undertake all relevant duties as directed from time to time, consistent with skills, competence and training.
- The key responsibilities may be modified from time to time to ensure that outcomes are aligned with Council's Operational and Corporate Plans.

## SELECTION CRITERIA

### Essential

- Familiar with and willing to perform both direct client care and kitchen hand duties.
- Demonstrated strong commitment to working with the frail, aged and disabled in the community and surrounds.
- Previous experience working with and understanding the needs of a culturally diverse range of clients and delivering services that meet the client's needs.
- Strong written and oral communication skills, and an ability to communicate effectively in a cross-cultural environment.
- Proven ability to work as part of a team, and assist other staff members in all work responsibilities.
- Be prepared to work on both a roster and flexible hours.
- Ability to work at short notice as required.
- Able to work within the Policy and Guidelines of the NADS and Governing Bodies.

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**APPLICATION PACK – COMMUNITY SUPPORT WORKER**



- Strong understanding of work health and safety in the workplace and safe work practices, including the correct use of personal protective equipment.
- Be physically fit and healthy to be able to meet the requirements of the position.
- A current Open Class “C” Class Drivers Licence.
- Hold or the ability to obtain a Certificate III in Individual Support
- Hold a current Senior First Aid Certificate and LV/CPR or be willing to obtain one.
- Hold a Food Safety Handling Certificate or willing to obtain one.
- Hold or have the ability to obtain and retain a Working with Children Blue Card.
- Hold or have the ability to obtain a Disability Services Yellow Card
- Agree to and successfully secure a compliant Commonwealth Police Check.

***Desirable***

- Experience in living and working in an indigenous community.
- Experience in working in a tropical climate.
- Basic numeracy and literacy skills.
- Basic Email and computer literacy (Word, Excel, Outlook).
- Understanding of Local Government.

**Pre-Employment Immunisation**

- Medical evidence confirming current immunity to Hepatitis B and Influenza.

In the event that the candidate selected to fill the position does not have current immunity to Hepatitis B and current influenza NASC will organise for the employee to be vaccinated within 6 months. *(Subject to confirmation from QLD Health).*

**EXTENT OF AUTHORITY**

The incumbent is expected to exercise initiative, sound judgement and situational sensitivity at all times. Decisions and actions are to be consistent with (and within the scope of) the achievement of the position’s objectives.

They must also reflect Council’s strong commitment to outstanding client service.