

Position title	Community Support Worker
Program	Community Assist
Responsible to	<ul style="list-style-type: none"> • Senior Response Officer • Program Leader Community Assist • Manager Aged & Disability • General Manager Health, Aged & Disability Services • Chief Executive Officer
Direct reports	<ul style="list-style-type: none"> • None
Award	Social, Community, Home Care and Disability Services Industry Award 2010

Position summary

The Community Support Worker is responsible for delivering home care, personal care and respite services according to the client's care plan. Assistance includes a range of practical, basic household tasks for older people, people with disabilities, their families and carers to promote independence and enhance the client's quality of life.

Key responsibilities

1. Work with clients on a one-to-one basis and assist with appropriate tasks that have been agreed with the client.
2. Perform a range of practical, basic household tasks for frail older people, people with disabilities and their carers to promote independence and enhance their quality of life including:
 - Work with clients to undertake a range of cleaning tasks the clients are no longer able to complete
 - Maintain a safe hygienic living environment
 - Undertake a range of cleaning tasks.
3. Undertake a range of personal assistance tasks and other associated assessed activities as detailed in the care plan to assist clients or the family unit with daily living requirements including:
 - Assist with meal or snack preparation based on nutritional requirements
 - Escort client to locations approved within the care plan such as shopping, doctor appointments or leisure activities including planned activity group programs]
 - Assist with client bathing, sponging or showering
 - Assist with mobility such as getting out of bed, transferring to a commode or wheelchair
 - Assist client with self-monitoring of medication
 - Assist with development of prescribed exercise programs.
4. Undertake as determined by the care plan a social support and monitoring role to:
 - Encourage and promote client independence and coping mechanisms
 - Monitor client circumstances and needs and ensure changes or concerns are reported immediately
 - Assist with recreational activities such as reading as appropriate to the client's preferences'
 - Encourage client participation in all tasks as appropriate to assist the client to maintain their independence.
5. Act in accordance with relevant codes of conduct.
6. Foster a respectful and inclusive work environment by treating colleagues, clients and other stakeholders with courtesy and respect.
7. Other duties commensurate with current skills, competence, training and experience as agreed with the Program Leader, Manager, General Manager or the Chief Executive Officer.

Key selection criteria

Qualifications

- Certificate 3 or 4 in
 - Aged Care
 - Ageing Support
 - Individual Support
 - Home & Community Care (inclusive of personal care)
 - Disability
 - Or other related/equivalent discipline

Mandatory

- Minimum Certificate 3 qualification
- First aid qualification

Desirable

- Knowledge of Home and Community Care Guidelines
- At least six months experience working in Aged Care, Disability, Home and Community Care.
- Social Welfare, Community Service and Certificate 4 in Mental Health.
- Full COVID-19 vaccination status (including booster).
- Ability to maintain consumer confidentiality and a clear understanding of rural confidentiality issues.
- Ability to effectively meet goals, targets and priorities; plan and manage time and satisfactorily achieve objectives within a timetable
- Ability to solve problems efficiently and effectively.
- Ability to communicate effectively and empathetically with clients.
- Ability to work without direct supervision, but within directed framework.
- Ability to prioritise time and organise work according to directed tasks.
- Demonstrated observation and reporting skills.
- Flexibility and compatibility in providing non-judgemental support to meet a wide range of assessed needs.
- Ability to undertake repetitious, physically demanding tasks.

Demonstrated skills and experience

- Knowledge and use of computer software, including Microsoft Office and the Internet.
- Verbal and written communication skills that enable effective and appropriate communication with a broad range of people at all levels.
- Demonstrated ability to contribute to positive workplace culture and practices.

Quality, Health & Safety

- Act in a way that maintains physical and psychological health and safety for self and others.
- Adhere to safe work practices relevant to the role.
- Promptly report issues that might put self or others at risk, including incidents and near misses, and respond appropriately to risks and reports from others when appropriate to do so.
- Is kind to self and others.
- Contribute to workplace safety and reduction of workplace injuries.
- Ensure team members, consumers/participants and visitors are safe, and accurately report any incidents, hazards and near misses in a timely and professional manner.
- Work at all times within a culture of continuous quality improvement.

Personal attributes

- Empowering
- Professional
- Inclusive
- Compassionate
- Courageous

Licences and registrations

- Current National police check
- Current Employee Working with Children Check
- NDIS Worker Screening Check

Please note: These checks are a standard part of our employment process at Grampians Community Health. If the results of these checks are not aligned with the requirements of the role, we may reconsider the offer of employment.

Required training

- Internal online courses as required.
 - First Aid/CPR.
 - 'Quality, Safety and You' – NDIS Worker Orientation Module.
 - NDIS Supporting Effective Communication Module.
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Position Description last updated and approved by CEO

October 2025