

CCS Carer

Position Details

Location	Alpha Jericho, Barcaldine, or Aramac Muttaborra District Regional work and travel as required
Status	Full time, Part time, or Casual, Ongoing Subject to Councils capacity to pay, funding, and employee performance
Industrial Instruments	Queensland Local Government Industry (Stream A) Award – State 2017 Barcaldine Regional Council Certified Agreement 2022
Classification	Minimum level 2.1
Reports to	Senior Community Care Coordinator
Direct Reports	N/A

About Council

Barcaldine Regional Council, located in the heart of the Central West of Queensland, is committed to providing exceptional services to the Barcaldine region, which includes the communities of Alpha, Jericho, Barcaldine, Aramac, and Muttaborra. With a wealth of talent within the organisation, and amazing facilities, we have created a vibrant workplace that blends old-fashioned, small-town charm with a rich indigenous history. We honour the Iningai and Bidjara peoples, the Traditional Custodians of this land, and embrace the diversity of Elders and community members.

Barcaldine Regional Council strives to provide our employees with a safe, secure, and supportive environment, where employees are encouraged to live by our values and reach their full potential. Our vision is to have a positive, sustainable, and innovative workplace, ensuring a bright future for all.

Our Values

 HONESTY WE ALWAYS TELL THE TRUTH	 EMPATHY WE WILL SEEK TO LISTEN AND UNDERSTAND THE PERSPECTIVES OF OTHERS. WE WILL TREAT ALL WITH KINDNESS	 ACCOUNTABILITY WE WILL TAKE RESPONSIBILITY FOR OUR CHOICES, ACTIONS, BEHAVIOURS, PERFORMANCE AND DECISIONS	 RESPECT WE WILL BE PRESENT, VALUE OTHERS AND WELCOME DIVERSITY	 TRUST WE WILL GAIN THE TRUST OF OTHERS BY LIVING OUR VALUES
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Key Responsibilities

Service Delivery:

- Provide direct care services to clients of Community Care Services based on individual care plans, including:
 - Domestic Assistance
 - Home Maintenance
 - Personal Care
 - Social Support
 - Transporting clients based on their needs
- Perform duties professionally and in compliance with:
 - Council programs and Aged Care quality standards
 - NDIS quality standards
 - Relevant program guidelines
 - Council and Community Care Services policies and processes
 - Individual care plans and work lists
- Conduct assessments and re-assessments of new and existing clients to design and review individual, goal-based care plans.
- Accurately manage data entry and reporting using systems such as eTools, ensuring high-quality documentation.
- Compile, monitor, and centrally enter monthly data with strong administrative organisation.
- Develop and deliver activities for participants in social and group settings within the community or at the community care centre.
- Record service provision hours after each session and ensure timesheets are signed daily upon completing work.
- Ensure proper documentation of all client interactions and changes to their condition.

Client and Stakeholder Engagement:

- Serve as a point of contact, advocate, and resource for clients, their families, the care team, and community resources.
- Collaborate with the NDIS Support Officer to consult on client options for premium homecare services, including CHSP, HCP, HAS, and NDIS.
- Monitor clients' conditions within your skillset and report any changes as appropriate, completing required documentation promptly.
- Facilitate client access to medical and specialist providers, community resources, and support organisations. Track test results, medication management, and attendance at follow-up appointments.
- Uphold client confidentiality, privacy, and dignity by:
 - Actively listening to their needs and requests
 - Addressing issues empathetically and effectively
- Deliver exceptional client service to achieve positive outcomes for all stakeholders.
- Engage with other staff as needed, in a productive and positive manner, to ensure effective service delivery and embrace continuous improvement.
- Collaborate effectively within a team environment, maintaining open communication with staff, management, and other departments.

Professional Development and Workplace Safety:

- Actively participate in training programs, workshops, and meetings as directed by the Senior Community Care Coordinator.
- Acquire and maintain relevant certifications in line with legislative and Council requirements.
- Maintain a safe and compliant working environment, adhering to Workplace Health and Safety policies and procedures.

Fundamental Responsibilities

- Comply with all Council policies, practices, and procedures and fulfill Council reporting functions as required.
- Be aware of and comply with all statutory workplace safety legislation and Council's Work Health and Safety Management System, Work Health and Safety policies, procedures, and duty statements.
- Promote safe working practices and maintain a safe, neat and tidy work environment.
- Minimise wastage in all activities while ensuring safety and effectiveness remain uncompromised, adhering to environmentally responsible practices.
- Ensure the security and appropriate use of Council information at all times.
- Monitor personal qualifications and licences to ensure currency, and participate in formal and on the job training to assist in ensuring a satisfactory knowledge and skill base.
- Work cooperatively and effectively in a team environment, communicating reliably and regularly.
- Deliver high quality customer service within the organisation and to the public.
- Uphold high standards of ethical conduct and integrity in all activities.
- Actively engage with Council and community to identify needs and opportunities, and provide suggestions for improvement to enhance community well-being and foster sustainable development.

NOTE: Employees may be required to undertake additional duties within the limits of their skill, competence and training, consistent with their band level, and in any area of Council.

Physical Demands and Work Environment

- In this role, you will occasionally be required to lift and carry heavy objects (weighing up to 10kg), with occasional repetitive tasks (bending, squatting, climbing, twisting, and reaching) and motions (simple grasping, fine manipulation, pushing and pulling, finger dexterity, and foot movement).
- Incumbents must possess adequate peripheral vision, hearing, depth perception, and colour discrimination to effectively perform the duties of this position.
- Incumbents will encounter occasional exposure to risks in the workplace which will require you to follow relevant site processes and wear the appropriate identified personal protective equipment (PPE) to ensure the safety of all employees.

Essential Criteria

Education:

- Certificate III in Aged Care, Individual Care, or Disability Care, or demonstrated equivalent related experience with a willingness to complete the Certificate.

Licensing:

- Current Queensland class 'C' Driver Licence.
- Current First Aid Certificate, including Cardiopulmonary Resuscitation Accreditation (HLTAID001, HLTAID002, HLTAID003)
- Current Disability Services Positive Notice Card (Yellow Card) or Working with Children Check (Blue Card) or a Combination Disability Worker Screening.

Health:

- Hold all relevant vaccinations in accordance with Council's vaccination requirements for Community Care Services employees.

Experience and Knowledge:

- Knowledge and a basic understanding of, or an assessed capacity to obtain an understanding of, the Aged Care Sector, NDIS, and relevant legislation.
- Demonstrated ability to work under limited supervision while maintaining client privacy and confidentiality, exercising initiative and judgement, and planning and managing time effectively.
- Proven ability to contribute positively to a team environment and support team operations.
- Sound computer skills and experience using Microsoft Office Suite, records management systems, and online client reporting systems.

Acknowledgement

This position description is subject to change from time to time as Council's operational needs change and/or the organisation may be developed or restructured. Any such change shall be the subject of consultation with the position incumbent and others as may be deemed necessary or desirable. Further, it has been designed to indicate the general nature and level of work performed by employees within this classification and is not to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Approving Manager:	
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	