

<b>Position Title</b>	<b>Community Care Worker</b>
<b>Directorate</b>	Community Strengthening
<b>Department</b>	Community Care
<b>Team</b>	In Home Support
<b>Classification</b>	Band 3
<b>Date</b>	April 2026
<b>Reports to:</b>	Service Management Officers
<b>Supervises:</b>	None
<b>Internal Liaison:</b>	Community Care staff and other Council staff as required
<b>External Liaison:</b>	Clients, primary carers, client's families or legal guardians

## Position Objectives

Your primary purpose in this position is to:

- To assist Community Care clients to remain in their homes through the provision of a range of support services such as home care, social support, personal care, shopping, and respite in line with Wellness and Reablement approaches.
- Maintain the strictest confidentiality at all times providing professional and client focussed support to Community Care clients to maintain their dignity and independence at home and in the community and in line with the Aged Care Quality Standards.

## Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

- Certificate III or IV (TAFE accredited/industry-based training course) in Aged Care or equivalent, along with basic IT / computer skills. Relevant skills, knowledge and experience should include demonstrated:
  - Professional understanding of and client focussed commitment to the rights and needs of older people, people with disabilities and other relevant needs groups in the community,
  - Ability to discreetly evaluate and provide feedback on client's needs, including the ability to monitor and report on clients changing needs,
  - Ability to identify workplace hazards, take appropriate action to eliminate or reduce risks and / or refer them on to others.
- Demonstrated flexible approach to workplace change, including effective work planning skills.
- Demonstrated good communications skills, along with a patient, caring and supportive attitude, maintaining the strictest levels of client confidentiality, preferably with the ability to speak a language other than English.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- satisfactory (and ongoing) Working with Children's Check (Employee Check)
- satisfactory (and ongoing) Police Check
- current valid (and ongoing) Victorian Driver's Licence
- ongoing First Aid (Level 2)
- ongoing Cardiopulmonary Resuscitation (CPR)

## Position Specific Responsibilities & Skills

In this position, you are responsible for:

<b>Household / Environmental Maintenance</b>	<ul style="list-style-type: none"> <li>Satisfactorily undertaking or assisting clients to undertake activities of daily living in accordance with Clients'/Primary Carers' service guidelines including a range of tasks such as but not limited to mopping or vacuuming floors, dusting, changing bed linen, washing, drying, essential ironing and meal preparation.</li> </ul>
<b>Personal Assistance</b>	<ul style="list-style-type: none"> <li>Assisting with activities that clients would normally do for themselves, but are unable to perform without support due to illness, disability, or frailty in a sensitive and satisfactory manner and in accordance with Clients'/ Primary Carers' service guidelines (Examples of personal assistance include but are not limited to bathing, grooming, toileting, and mobility transfers and with individually prescribed exercise or therapy programs).</li> <li>Performing or assisting clients with a range of tasks in the home and local community necessary to maintain the functioning of the household and the health and quality of life of the client and fulfill all administration requirements.</li> </ul>
<b>Respite Care</b>	<ul style="list-style-type: none"> <li>Acknowledging the needs of primary carers, respond to the particular needs of the client being cared for either in the client's home, on a one-to-one basis, or in the community where the client can participate in individual or community activities with support.</li> <li>Appropriate and effective working relationship with Clients reporting changes to Client's health status as well as all hazardous situations, incidents, accidents, or behaviours which affect Worker/Client's health, safety, and welfare.</li> </ul>
<b>Specific Responsibilities and Skills</b>	<ul style="list-style-type: none"> <li>This position may assist others in the first line supervision of Community Care client related work in same or lower band particularly where provision of on-the-job training based upon skills and experience is required to explain specific procedures and practices.</li> <li>This position has the scope to use personal judgement where the application of standard procedures is not always suitable.</li> <li>Wherever appropriate guide and support the activities of other Care workers undergoing on-the-job training and/or mentoring.</li> <li>Understanding the needs of older people, people with disabilities and other relevant needs groups in the community, provide feedback of client and carer needs to nominated Community Care Office staff as appropriate.</li> <li>Assist Service Management Officers, Support Officers and other nominated Community Care Office staff in planning and preparation of Community Care programs, projects, and initiatives.</li> <li>Variations to Home Care, Social Support, Personal Care and Respite Care work practices and schedules to enhance efficiency / quality of services or improve safety without compromising existing safety levels or efficiencies.</li> <li>Guidance is always available from nominated Community Care Office staff including but not limited to Support Officers and Service Management Officers.</li> <li>An understanding of the needs and issues relating to older people and people with disabilities.</li> <li>Oral and written communication with clients, other employees, and members of the public and in the resolution of minor problems.</li> </ul>
<b>Client Support (monitoring)</b>	<ul style="list-style-type: none"> <li>Providing sensitive and satisfactory care, motivating and encouraging the client to increase their independence and achieve goals, agreed to by Client and/or Primary Carer and documented in service guidelines monitoring the client's health and wellbeing and providing feedback to relevant staff for follow up.</li> </ul>
<b>First Aid Activities</b>	<ul style="list-style-type: none"> <li>Undertake the role of First Aid Certified Officer (<b>FACO</b>) and administer first aid in line with job requirements and <i>OHS First Aid Operational Procedure</i></li> </ul>

## Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

## REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

## Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

## Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

<b>Emergency Management</b>	<ul style="list-style-type: none"> <li>Help Council fulfil its emergency management obligations by assisting in emergency management activities as required.</li> </ul>
<b>Occupational Health and Safety</b>	<p>All employees have responsibilities to:</p> <ul style="list-style-type: none"> <li>Take reasonable care of their own health and safety.</li> <li>Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves.</li> <li>Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace.</li> <li>Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures.</li> <li>Participate in health and safety training programs and initiatives.</li> </ul>
<b>Child Safety</b>	<ul style="list-style-type: none"> <li>Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies &amp; Procedures.</li> <li>Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards.</li> <li>Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations.</li> </ul>
<b>Climate Change &amp; Sustainability</b>	<ul style="list-style-type: none"> <li>Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>Remain mindful of the requirements of the Victorian Charter of Human Rights at all times.</li> <li>Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.</li> <li>Perform other duties as directed within the limits of acquired skills, knowledge, and training.</li> <li>At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees.</li> <li>At all times, comply with Council's Code of Conduct - Staff.</li> </ul>
<b>Diversity, inclusion and equity</b>	<ul style="list-style-type: none"> <li>Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> <li>zero tolerance of racism and expectations that staff will act on incidents of racism</li> <li>supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.</li> </ul> </li> </ul>

<b>Gender Equality</b>	<ul style="list-style-type: none"> <li>Support Council's response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.</li> </ul>
------------------------	---

### Inherent requirements of the position

These are the essential requirements of this position:

*Not an office-based role.*

#### Working out of standard business hours

- Not required
- This role may be subject to work related contact outside of normal business hours.

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<b>Working independently</b> – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Team based work</b> – works in a team of people and not exposed to isolation		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Communicating with others</b> – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communicating with others</b> - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Focused Attention to task</b> – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Concentrating</b> – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Planning and sequencing tasks and activities</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Decision making</b> – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Problem solving</b> – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reasoning</b> – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Judgement</b> – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Short and long-term memory recall</b> – ready access to documented procedures		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<i>or precedents to perform requirements of the position</i>					
<b>Emotional resilience</b> – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Interruptions</b> – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Physical Requirements

This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires ≥10% (on average) daily work rate of manual handling / physical exertion, a Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment (please contact the OHS Team for further information).]

This position requires a vision test

This position requires a hearing test

Note: To determine % of manual handling / physical exertion on average per working day.

7.6 hour day = 456 minutes. 10% of 456 minutes = 45.6 minutes per day.

8.00 hour day = 480 minutes. 10% of 480 minutes = 48.0 minutes per day.

8.44 hour day = 506 minutes. 10% of 506 minutes =50.6 minutes per day.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<b>Mobility/Postures</b>					
<b>Sitting</b> – stay in a seated position	Minimal sitting required – key tasks include driving, meetings.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Standing</b> – standing in an upright position, moving less than 3 steps	Required majority of tasks – on average across all tasks Frequent standing needed. Tasks: Dusting, Ironing, Laundry, Hanging out washing, Laundromat, Mopping, Sweeping, Vacuuming, Cleaning bathroom/toilet areas, Kitchen cleaning, Meal Preparation, Changing Bed Linen, Un/Escorted Shopping, Dressing clients, Showering clients, Support client transfers, Assisting grooming, Assisting toileting, Lifting Walking frame into car, Supporting Exercise plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Walking</b> – In an upright position, moving more than 3	Required majority of tasks – on average across all tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<i>steps</i>	Frequent walking needed. Tasks: Dusting, Hanging out washing, Laundromat, Mopping, Sweeping, Vacuuming, Un/Escorted Shopping, Lifting walking frame into car, Pushing wheelchairs/ wheelie commodes, Support client to walk safely				
<b>Crawling</b> – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Non-manual handling</b>					
<b>Crouch/squat</b> – To lower the body by bending forward from legs and spine, buttocks on or near the heels	Required or potential technique option within a high number of tasks – on average across all tasks Occasional squatting needed. Tasks: Dusting, Ironing, Laundry, Hanging out washing, Laundromat, Mopping, Sweeping, Vacuuming, Cleaning bathroom/toilet areas, Kitchen cleaning, Meal Preparation, Changing Bed Linen, Un/Escorted shopping, Dressing clients, Showering clients, Support client transfers, Assisting grooming, Assisting toileting, Lifting walking frame into car, Supporting exercise plan	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Kneeling</b> – To lower the body	As above, often alternative technique to squatting and potential technique option within a high number of tasks – on average across all tasks Occasional kneeling needed. Tasks: Laundry, Laundromat, Mopping, Sweeping, Vacuuming, Cleaning bathroom/toilet areas, Changing Bed Linen, Dressing clients, Support client transfers, Assisting grooming, Assisting toileting, Lifting walking frame into car, Supporting exercise plan.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Bending</b> – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds	As above, often alternative technique to squatting or kneeling and potential technique option within a high number of tasks (note: recommended aim to avoid bending where able) - on average across all tasks Occasional bending needed. Tasks: Dusting, Ironing, Laundry, Laundromat, Hanging out washing, Mopping, Sweeping, Vacuuming, Cleaning bathroom/toilet areas, Kitchen cleaning, Meal	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
	Preparation, Changing Bed Linen, Un/Escorted shopping, Dressing clients, Showering clients, Support client transfers, Assisting grooming, Assisting toileting, Lifting walking frame into car, Supporting exercise plan				
<b>Reaching</b> – <i>Extending arms out in any direction</i>	Required within majority of tasks – on average across all tasks Frequent reaching needed. Tasks: Dusting, Ironing, Laundry, Laundromat, Hanging out washing, Mopping, Sweeping, Vacuuming, Cleaning bathroom/toilet areas, Kitchen cleaning, Meal Preparation, Changing Bed Linen, Un/Escorted shopping, Dressing clients, Showering clients, Support client transfers, Support client walking, Assisting grooming, Assisting toileting, Lifting walking frame into car, Pushing wheelchair, Supporting exercise plan	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Twisting/trunk rotation</b> – <i>Rotating the body to one side or the other without moving the feet</i>	Small number of tasks may require – on average across all tasks Occasional twisting/ trunk rotation needed. Tasks: Changing bed linen, Cleaning bathroom/ toilet, Escorted shopping, showering/ bathing clients, Supporting transfers, Lifting frame into car	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Fine manipulation/pinch grip</b> – <i>Fingers are on one side of the object and thumb on the other, typically without the object touching the palm</i>	Required within high number of tasks– on average across all tasks Occasional fine grip needed. Primarily for holding small items, opening/ closing bottles, squeezing, pegs, clothes). Tasks: Hanging out washing, Vacuuming, Cleaning bathroom/toilet areas, Kitchen cleaning, Meal Preparation, Changing Bed Linen, Dressing clients, Showering clients, Support client transfers, Assisting grooming, Assisting toileting, Lifting Walking frame into car, Supporting Exercise plan.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Power/open hand grip</b> – <i>Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended</i>	Required within majority of tasks for basic hand grip – on average across all tasks frequent grip needed. Tasks: Dusting, Ironing, Laundry, Laundromat, Hanging out washing, Mopping, Sweeping, Vacuuming, Cleaning bathroom/toilet areas, Kitchen cleaning, Meal	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
	Preparation, Changing Bed Linen, Un/Escorted Shopping, Dressing clients, Showering clients, Support client transfers, Assisting grooming, Assisting toileting, Lifting frame into car, Pushing wheelchair, Supporting Exercise plan.				
<b>Writing/typing</b>	Case / client notes, email communications, meetings, limited paperwork required	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Climb ladders</b>	Not applicable	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Climb or descend stairs</b>	Potential stairs externally accessing client's homes, internal stairs (2-storey homes), office	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Low level work – Performing manual handling actions at or near ground level</b>	Small number of tasks may – on average across all tasks Occasional low-level work needed. Tasks: Laundry / Laundromat (front loader), Cleaning bathroom/ toilet Areas.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Manual Handling</b>					
<b>Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Weight requirements – lift, carry, push, pull or hold</b>					
1-5kg	Ironing (Iron, Ironing board); Laundry / Laundromat (clothes/ bedding); Hanging out washing (clothes, clothes horse); Mopping (Bucket water, mop); Vacuuming (Vacuum); Kitchen tasks (Pots/crockery); Meal Preparation (Pots/crockery); Changing bed linen (Linen); Un/Escorted shopping (Grocery items, shopping bags, walking frame); Dressing / Showering clients Supporting transfers / Pushing wheelchair or commode (supporting limbs); Lifting walking frame from car; Supporting exercise plan (leg weights)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg	Laundry / Laundromat (washing basket); Vacuuming (Vacuum); Changing bed linen (Linen- weighted blanket); Un/Escorted shopping (walking frame, wheelchair); Lifting walking frame / wheelchair from car	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg	Not applicable	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg	Not applicable	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip	Ironing (setting up board); Laundry/ Laundromat; Hanging clothes; Mopping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
	(bucket water, mop); Kitchen tasks (Pots/crockery); Un/Escorted shopping (groceries, shopping bags, walking frame, wheelchair); Dressing / Showering clients (supporting limbs); Supporting transfers (supporting limbs); Pushing wheelchair / commode (supporting limbs); Supporting exercise plan (leg weights)				
Lift waist to shoulder	Hanging out washing; Laundromat; Kitchen tasks / Meal Preparation (Pots/crockery); Un/Escorted shopping (groceries, shopping bags); Showering clients (supporting limbs); Lifting walking frame / wheelchair from car (walking frame, wheelchair)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead	Hanging washing; Un/Escorted shopping (groceries)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling	Hanging washing (trolley); Mopping; Vacuuming; Sweeping; Changing bed linen (moving bed on wheels); Dressing (fitting clothes); Un/Escorted shopping (pushing wheelchair); Supporting transfers (sit to stand, bed transfers/rolling); Supporting walking; Pushing wheelchair / mobile commode	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

### Band descriptors *(as defined in Council's Enterprise Agreement)*

These descriptors help to classify the position:

### Accountability and Extent of Authority

The position is directly held responsible for:

- Employees perform work under general supervision
- Employees have contact with the public or other employees which involves explanations of specific procedures and practices
- May be required to supervise and coordinate others in similar or related work.
- Employees are accountable the quality and timeliness of their own work in so far as available resources permit, as well as for the care of assets entrusted to them.

### Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- These positions require personal judgement. The nature of work is usually specialised with procedures well understood and clearly documented.
- The particular tasks to be performed will involve selection from a range of techniques, systems, equipment, methods or processes.

### Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Require proficiency in the operation of more complex equipment or knowledge of the use of plant which requires the exercise of judgement or adaptation.
- Indicative but not exclusive of the skills required of an employee in this band include:
  - Understanding and application of quality control measures

- Provision of formal training programmes in conjunction with supervisors and trainers
- Supervisory skills
- Provision of Personal Care to service users who are both physically unable to undertake the tasks themselves nor make the decisions about the care they need.

### **Management & Interpersonal skills**

The essential position requirements include:

- At the “work face”, others involve first line supervision of employees at the “work face”.
- Be able to provide employees under their supervision with on-the-job training and guidance. Such employees in this band must also have a basic knowledge of personnel practices.
- Skills in oral and written communication with clients, other employees, and members of the public and in the resolution of minor problems.

### **Verification & Approvals**

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	<b>Name</b>	<b>Signature</b>	<b>Date</b>
<b>Occupant</b>			

# Appendix

## Core Capability Framework – Team Member



### Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

### Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

### People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

### Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

### Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

### Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

### Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards
- Acts decisively during times of ambiguity and pressure

### **Safety, health and wellbeing**

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

## **Council's REACH Values**

### **Respectful**

We respect and care about our community, each other and ourselves.  
We act with integrity at all times and in all matters.  
We take time to listen to and seek to understand the other point of view.  
We strive to understand and respect the diversity of our community and our workplace.  
We understand our role in the community and respect the responsibility that comes with

### **Creative**

We care about getting the best outcomes.  
We constantly ask: What's the future and what's possible?  
We have the courage to try new ideas.  
We strive for excellence in everything we do.

### **Engaged**

We listen to our community and respond.  
We work together with our community and each other, to achieve the best outcome.  
We have the confidence to challenge the status quo, to reach for better outcomes.  
We are action-oriented in identifying and responding to new challenges.

### **Honest**

We tell the truth, even when we know people may not want to hear it.  
We form our opinions and give advice from sound, evidence based research.  
We act with humility and apply the highest standards of ethical behaviour to everything we do.

### **Accountable**

We are proud of our city, our community and our achievements.  
We spend our time and effort on solutions rather than looking for someone to blame.  
We take responsibility for our actions.

