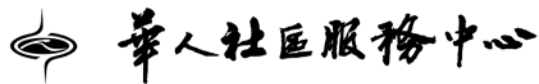


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**Chinese Community Social Services Centre Inc.**  
(ABN 95 428 365 701)

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**COMMONWEALTH HOME SUPPORT PROGRAM ASSISTANT  
POSITION DESCRIPTION**

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*At Chinese Community Social Services Centre Inc. (CCSSCI), we are committed to the provision of high-quality community and residential care for ageing members of the Chinese-Victorian community. We achieve our mission by attracting and retaining the best staff.*

**Basis of Employment:** Part-Time

**Responsible to:** Community Services Manager

**Responsible for:** The provision of high-quality services for the frail aged and the disabled with the aims to enhance their daily living skills and to provide social support.

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**Position Context and Objectives:**

Social Support Day Centres (SSDC) are set up for the frail aged and the disabled in different municipalities. The program provides opportunities for social interactions, physical activities, outings and participation in a range of activities outside a home environment to maintain, or improve care recipients' daily living skills and their social connection to the community. There are Core and High Day Centres (include Dementia-specific Day Centres) catering for the various levels of mental alertness and physical mobility of the care recipients, and their needs.

The purpose of the role is to:

1. Ensure that eligible care recipients receive high quality and timely service.
2. Ensure effective provision of services to care recipients to meet their needs.
3. Ensure that services are delivered in an appropriate, caring and respectful manner.
4. Ensure compliance with quality and risk management accountability requirements and reporting processes in accordance with funding requirements and Chinese Community Social Services Centre Inc. (CCSSCI) policy.

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**ACCOUNTABLE FOR:**

Providing services to the care recipients of the Chinese-speaking community in a manner which is:

- In accordance with the mission, vision, values, policies and procedures of CCSSCI.
- Consistent with the Employee Code of Conduct.

- Fosters best practice and effective performance by staff in an environment which encourages learning and development.
  - Ensure a safe working environment.
  - Ensure cost effective in operation and delivery of services.
  - Strives to improve the quality outcomes of services provided to care recipients.
  - Always demonstrates excellence in customer service.
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## **KEY RESPONSIBILITIES AND DUTIES:**

### **1. Service Delivery**

- 1.1 Evaluate and review the activities where necessary, in order to ensure continuous improvement and program effectiveness;
- 1.2 Develop and maintain a positive and respectful relationship with the care recipients and address them courteously and appropriately;
- 1.3 Arrange special occasion and event celebrations;
- 1.4 Participate in planning suitable activities;
- 1.5 Implement plans for SSDC activity;
- 1.6 Monitor the level of participation by SSDC participants, note any changes and report these to Commonwealth Home Support Program (CHSP) Worker and / or community services manager;
- 1.7 Provide personal care for care recipients during the SSDC activity sessions as required;
- 1.8 Ensure safety and security for care recipients, workers and volunteers;
- 1.9 Practise appropriate food safety knowledge during the SSDC activity sessions and ensure the food safety procedures are followed as required;
- 1.10 Obtain care recipient feedback about meals;
- 1.11 Clean and maintain equipment and storage areas;
- 1.12 Open facilities and prepare the area for care recipients (cleaning and furniture arrangement set);
- 1.13 Ensure that the facility is left in a clean and orderly state after the completion of the day;
- 1.14 Provide a transport service for care recipients for excursions and travelling to and from the activity venues, by own vehicle or the Centre's mini-buses.

### **2. Assessment and Care Recipient Assistance**

- 2.1 Assure an environment, which is culturally relevant;
- 2.2 Assist care recipients with mobility, (but do not lift);
- 2.3 Make observations and identify any changes in the care recipients wellbeing;
- 2.4 Provide information to the CHSP Worker who will conduct an assessment of needs and ongoing review of care recipients, particularly persons with dementia and other special needs;
- 2.5 Assist care recipients to document any complaints they may have;
- 2.6 Encourage care recipients to make their own decisions.

### **3. Volunteer Supervision**

Support volunteers involved in the program.

#### **4. Program Development**

Actively promote the SSDC program to the Chinese-speaking community and the wider community.

#### **5. Continuous Improvement/Quality Management**

- 5.1 Contribute to the success of CCSSCI as a leading aged care and welfare service provider;
- 5.2 Ensure compliance with CCSSCI's policies and procedures;
- 5.3 Support a culture of performance improvement and evaluation;
- 5.4 Ensure that legislative requirements regarding various aspects of the SSDC services are complied with at all times;
- 5.5 Deal with enquiries and assist prospective care recipients in the eligibility assessment process;
- 5.6 Conduct quality audits, as required.

#### **6. Administrative Duties**

- 6.1 Perform administrative duties, such as documentation of care recipient's and activity information, petty cash record, inventory record, and any information in relation to the program;
- 6.2 Assist the CHSP worker in arranging transport for care recipients when required;
- 6.3 Assist in the purchase of SSDC necessities;
- 6.4 Assist in the implementation of the special program in Commonwealth Home Support Program;
- 6.5 Participate in the Staff, Team and other relevant meetings;
- 6.6 Attend training for professional development.

#### **7. Teamwork**

- 7.1 Work as a member of CCSSCI's Commonwealth Home Support team and carry out your duties in a manner that reflects the mission and values of CCSSCI;
- 7.2 Actively contribute to the establishment and maintenance of constructive relationships within the team;
- 7.3 Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others;
- 7.4 Regularly attend and participate in team meetings and ensure meeting minutes, memorandums and information are read and acted upon.

#### **8. Health and Safety**

- 8.1 Adhere to Health and Safety regulations, policies and procedures.
- 8.2 Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and care recipients;
- 8.3 Demonstrate awareness of Health and Safety law and safe manual handling as relevant to position;
- 8.4 In the event of accidents or incidents that involve staff, care recipients or volunteers, accurately complete accident/incident forms as may be required and report to the CHSP Worker and/or community services Manager;
- 8.5 In the event of hazard identification, report to CHSP Worker and/or community services manager;

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- 8.6 Immediate reporting to CHSP Worker and/or community services manager of notifiable issues e.g. elder abuse, key risks to the organisation;
- 8.7 Demonstrate an understanding of own role and responsibility in the event of fire and/or other emergency including the ability to evacuate self and other persons as appropriate;
- 8.8 Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturer's instructions and organisational guidelines, and reports any breakdown or requirements to CHSP worker and/or community services manager;
- 8.9 Participate in training and education sessions regarding OHS.

### **9. Professional Responsibilities**

- 9.1 Consistently exercise appropriate professional judgment in all decisions made that are related to the safety and wellbeing of care recipients and other staff, and the daily operation, the reputation and interests of the organisation;
- 9.2 Recognise the need for, and actively participate in continuing education and development;
- 9.3 Assist in the development of organisation and a positive attitude to care recipient's participation across the organisation;
- 9.4 Comply with all Privacy Legislation requirements and CCSCI's confidentiality policy when communicating any and all information pertaining to care recipients, staff and the operations of CCSCI.

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## KEY SELECTION CRITERIA

*To competently perform in this position, the person should possess the following knowledge, skills and experience:*

### **Essential**

- Certificate III Qualification in Aged Care.
- Understanding of aged care issue of people from Chinese-speaking backgrounds.
- Ability in managing time, setting priorities, planning and organising work to meet competing demands.
- Good organisational and administrative skills.
- Well-developed skills in oral and written communication.
- Fluency in spoken Chinese; being able to read and write Chinese is an advantage.
- Ability to provide support to volunteers.
- Working knowledge of the community aged care sector services is an advantage.
- Current drivers licence.
- Current satisfactory police check.
- Reliable motor vehicle (including valid registration and full comprehensive insurance).

## KEY PERFORMANCE CRITERIA

In addition to the performance standards and responsibilities outlined in this Position Description, a comprehensive set of Key Performance Criteria will be used to clearly establish performance and expectations and to review performance as per performance review clause.

The following is the overarching areas of performance with specific measures to be initially developed by the responsible CHSP Worker/Community Services Manager in consultation with the incumbent and then reviewed annually or as required.

Area of Performance:	
Direct Service	<ul style="list-style-type: none"> <li>▪ Evidence of improvement initiatives for services to care recipients.</li> </ul>
Volunteer Support	<ul style="list-style-type: none"> <li>▪ Evidence of an established positive and harmonious working relationship with volunteers.</li> </ul>
Program Development	<ul style="list-style-type: none"> <li>▪ Evidence of implementation of effective program to meet the needs of the care recipients.</li> <li>▪ Evidence of promotion to the Chinese-Victorian community and the wider community.</li> </ul>
Continuous Improvement/Quality Management	<ul style="list-style-type: none"> <li>▪ Demonstrated compliance with all CCSSCI's policies and procedures.</li> <li>▪ Demonstrated compliance with legislation.</li> <li>▪ Evidence of active participation in our quality improvement programs.</li> <li>▪ Evidence of accurate and timely reporting.</li> </ul>
Administrative Duties	<ul style="list-style-type: none"> <li>▪ Evidence of efficient administrative duties.</li> <li>▪ Evidence of ongoing professional development.</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>▪ Evidence of cooperation and respect with other staff members.</li> <li>▪ Evidence of attendance at team meeting.</li> <li>▪ Evidence of reading meeting minutes, memorandums and information relevant to his / her work.</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>▪ Ability to demonstrate role in the event of fire or other emergency.</li> <li>▪ Evidence of accurate and timely incident reports and follow-up actions.</li> <li>▪ Evidence of accurate and timely hazard alert reports and corrective actions.</li> </ul>

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## SALARY AND CONDITIONS:

- Commensurate with qualifications and experience of candidate.
  - Social, Community, Home Care and Disability Services Industry Award 2010.
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## PERFORMANCE APPRAISAL

The Commonwealth Home Support Program Assistant's performance shall be evaluated by the responsible CHSP Worker or other delegates by the Community Services Manager at three months service, six month's service and at the conclusion of 12 months service and thereafter each subsequent 12 months, on termination of service and/or on request.

CCSSCI's policy is that concerns over skill and performance of employees are addressed, wherever possible, through a performance appraisal, which is not related to the Disciplinary Procedure.

Note: Statements in this position description are intended to reflect, in general, the duties and responsibilities of the position and are not to be interpreted as being all-inclusive.

## Commonwealth Home Support Program Assistant Physical Requirements

Due to the geographic layout and nature of work employees will be required to undertake a diversity of tasks, which may require various forms of mobility.

### PHYSICAL REQUIREMENTS OF THE POSITION

The following requirements will be needed to carry out the essential elements of the position as outlined in the position description.

The frequency descriptions relate to the following time frames:

- Continuous = 75% to 100% of the work day
- Frequent = 25% to 75% of the work day
- Infrequent = 0% to 25% of the work day

PHYSICAL DEMAND	FREQUENCY	COMMENTS
Standing and Walking	Frequent	Standing and walking are components of the position. They are required for the delivery of service and movement. It will require the ability to fully use both legs on a variety of surfaces.
Sitting	Frequent	Sitting is a component of the position and is required when carrying out documentation or administration requirements.
Climbing	Infrequent	Climbing is required when ascending or descending stairs or ladders. It will require the ability to utilise both legs and feet and/or hands and arms. Body agility is required.
Balancing	Infrequent	Balancing is required to maintain body equilibrium to prevent falling when walking, standing, crouching and/or lifting whilst carrying out job requirements.
Lifting and carrying	Frequent	Lifting and carrying is required in the movement of objects including movement from lower to higher and/or horizontally and/or place to place. It will require the ability to fully use both arms and hands.
Pushing and Pulling	Frequent	Pushing and pulling are required to draw, drag, push or tug objects.
Bending and Crouching	Infrequent	Bending at waist level whilst carrying out job requirements. Ability to crouch to floor level when required.
Kneeling	Infrequent	Kneeling can be required whilst carrying out job requirements.



<b>PHYSICAL DEMAND</b>	<b>FREQUENCY</b>	<b>COMMENTS</b>
Reaching and stretching	Frequent	Reaching and Stretching is required in carrying out administration duties.
Twisting	Frequent	Twisting may be required in the movement. The ability to reach in all directions and to twist at the waist is required.
Grasping/ Finger Movement	Continuous	Grasping and finger movement (pinching, picking, typing) is required to holding onto objects and in carrying out administration duties. It will require the ability to do repetitive motions with hands, wrists and fingers.
Handling and Feeling	Continuous	Handling and feeling are required in carrying out administration duties, finger dexterity and hand-eye coordination are required, along with full hand and wrist movement, also the ability to perceive attributes of objects or care recipients by touching with skin, particularly that of the fingertips.
Talking	Continuous	Required for job requirements. An excellent understanding of the English and Chinese languages is required in carrying out administration duties and when dealing with care recipients, staff and other key stakeholders. Also the ability to communicate effectively.
Hearing	Continuous	Required for job requirements. Ability to maintain hearing acuity, with correction, if required, and the ability to hear and understand whispered conversations at a distance of up to 1 metre. Ability to interpret what is being heard.
Vision	Continuous	Required for job requirements. Ability to maintain 20/40 vision using correction, if required. Ability to see and recognise objects and read documents. Ability to discriminate between colours and to determine depth perception.
Smelling	Continuous	Required for job requirements. Ability to distinguish odours and identify hazards.
Repetitive Motions	Continuous	Repetitive motions of the wrists, hands or fingers may be required when carrying out administration duties such as, but not limited to typing.

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**AVAILABLE ASSISTANCE**

The following assistance will be available to aid in meeting the physical requirements, however assistance is not limited to this list.

- Orientation program on commencement
- Ongoing education and training
- Policies, Procedures and Guidelines for duties
- Legislative Requirements for duties
- Maintenance system to ensure the duties are performed within the Policies, Procedures and Guidelines
- Equipment to be maintained in a safe and functional manner
- Shelves to be positioned as appropriate levels

**AUTHORISATION**

Authorised by: .....  
Community Services Manager

Date: October 2020

Review Date: when required

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## EMPLOYEE POSITION DECLARATION

I .....have chosen to accept the offer of  
 (Please write your full name)  
 employment at Chinese Community Social Services Centre Inc.

In accepting this offer I have read and understand the Position Description and Physical Requirements and agree that I have the physical ability to fulfil this position and accept my role in fulfilling the Key Responsibility Areas. I understand that the information provided is a general outline and may not encompass every aspect of the position.

I have initialled the top right-hand corner of each page as confirmation of reading and understanding the position and physical requirements.

I understand that this is separate to the Employment Contract that I will sign/have signed\*, outlining the Employment Details.

.....  
 Signature

.....  
 Date

.....  
 Manager's Signature

.....  
 Date

.....  
 Manager's Name (Please print)

\*delete as necessary