

Chinese Community Social Services Centre Inc.

(ABN 95 428 365 701)

COMMUNITY SERVICES WORKER POSITION DESCRIPTION

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

Responsible To: Community Services Manager

Responsible for: The provision of case work, group work and community work for the Information and Referral Service, Community Visitors Scheme and/or Disability Support Services and any other projects that CCSSCI may require to be undertaken from time to time.

The purpose of the role is to:

- Ensure that eligible clients receive effective, high quality and timely service.
 - Ensure that services are delivered in an appropriate, caring and respectful manner.
 - Ensure compliance with quality and risk management accountability requirements and reporting processes in accordance with funding requirements and CCSSCI policy.
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KEY RESPONSIBILITIES AND DUTIES:

1. Information and Referral

- 1.1 To handle enquiries and provide updated and accurate information;
- 1.2 To make formal referrals;
- 1.3 To support clients to access appropriate services.

2. Case Management

- 2.1 Monitor and evaluate programs within the allocated area of responsibility including appropriateness of service model incorporating continuous improvement and realignment in implementation when required;
- 2.2 Conduct assessment of eligible clients to identify their needs for services, provide information and assistance and make referrals as appropriate;
- 2.3 Help clients negotiate the mainstream service system and facilitate pathways into required services;
- 2.4 Work effectively with mainstream service providers by establishing formal referral protocol and partnership arrangements, with the aim to improve access for our clients;

- 2.5 Provide information and support for the clients and help them access and utilise services to meet their needs, where appropriate;
- 2.6 Undertake intake duties as rostered.

3. Group Work

- 3.1 Use group work as a means to strengthen the capacity of the targeted groups;
- 3.2 Help facilitate self-help groups based on the service plan;
- 3.3 Address the needs of the target groups through the provision of information and community orientation sessions, community consultation forums, support networks, linkages with mainstream service providers and advocacy.

4. Community Project/Program

- 4.1 Plan and implement community project / program to address the specific needs of identified target groups;
- 4.2 Address the needs of the target groups through the provision of information and community orientation sessions; community consultation forums; support networks; linkages with mainstream service providers and advocacy.

5. Client and Community Engagement

- 5.1 Manage the provision of high quality customer services at all times with respect to the diversity and complexity of client needs in accordance with service standards;
- 5.2 Manage the development of productive arrangements with clients, contractors and other service providers to strengthen service coordination and increase client's access to services that they need;
- 5.3 Maintain effective monitoring systems to identify changes in clients' needs and report on emerging gaps with current services provided;
- 5.4 Act as an advocate on behalf of the Chinese-speaking community in relation to their needs for community services;
- 5.5 Actively liaise and establish effective working relationships with the Chinese-speaking community, other ethno-specific agencies, the funding bodies and mainstream service providers;
- 5.6 Represent CCSSCI at appropriate committees, forums and networking meetings;
- 5.7 Liaise with relevant government and non-government agencies;
- 5.8 Represent the interest of the Chinese-speaking community at appropriate committees and forums;
- 5.9 Help mainstream service providers sensitise their services to meet the needs of the targeted community.

6. Continuous Improvement/Quality Management

- 6.1 Contribute to the success of CCSSCI as a leading Chinese-specific community services provider;
- 6.2 Ensure compliance with CCSSCI's policies and procedures;
- 6.3 Support a culture of performance improvement and evaluation;
- 6.4 Ensure that legislative requirements regarding various aspects of the community services are complied with at all times;
- 6.5 Ensure existence of well documented quality improvement plans and processes;
- 6.6 Conduct quality audits.

7. Administrative Duties

- 7.1 Maintain updated and accurate clients' record and filing system;
- 7.2 Prepare statistical analysis reports and other documents as required by the funding department and/or the Community Services Manager (Manager);
- 7.3 Attend relevant network meetings as assigned by the Manager;
- 7.4 Provide office and administrative support as directed by the Manager;
- 7.5 Perform other administrative duties as requested by the Manager.

8. Teamwork

- 8.1 Work as a member of CCSSCI's Community Services team and carry out your duties in a manner that reflects the mission and values of CCSSCI;
- 8.2 Actively contribute to the establishment and maintenance of constructive relationships within the team;
- 8.3 Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others;
- 8.4 Regularly attend and participate in staff meetings and ensure meeting minutes, memorandums and information are read and acted upon.

9. Health and Safety

- 9.1 Adhere to Health and Safety regulations, policies and procedures;
- 9.2 Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and clients;
- 9.3 Demonstrate awareness of health and safety law and safe manual handling as relevant to position;
- 9.4 In the event of accidents or incidents that involve staff, clients or volunteers, accurately complete accident/incident forms as may be required and report to the Community Services Manager;
- 9.5 In the event of hazard identification, complete relevant form and report to Community Services Manager;
- 9.6 Administer interventions and treatments that prevent discomfort to the client;
- 9.7 Immediate reporting to Community Services Manager of notifiable issues e.g. elder abuse, key risks to the organisation;
- 9.8 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;
- 9.9 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 Community Services Manager;
- 9.10 Participate in training and education sessions regarding occupational health and safety.

10. Other Duties

- 10.1 Be part of the Community Services Team and actively contribute to the overall community services programs;
- 10.2 Provide office and administrative support as directed by the Manager;
- 10.3 Participate in and contribute to other activities of the Centre as required;
- 10.4 Perform other duties as directed by the Chief Executive Officer and/or the Manager.

11. Professional Responsibilities

- 11.1 Consistently exercise appropriate professional judgment in all decisions made that are related to the safety and wellbeing of clients and staff, and the daily operation of both projects and the reputation and interests of the organisation;
 - 11.2 Maintain abreast of current practice and trends in quality management systems as they relate to the provision of services;
 - 11.3 Recognise the need for, and actively participate in continuing education and development;
 - 11.4 Assist in the development of organisation and a positive attitude to client participation across the organisation;
 - 11.5 Comply with all Privacy Legislation requirements and CCSCI confidentiality policy when communicating all information pertaining to clients, 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

- Qualifications in social work, welfare, community services, disability study or other human services fields;
 - Well-developed conceptual and working knowledge of the community services;
 - Demonstrated knowledge and understanding of issue of people from Chinese backgrounds;
 - Demonstrated ability in managing time, setting priorities, planning and organising work to meet competing demands;
 - Ability to undertake assessments;
 - Good organisational and administrative skills;
 - Well-developed skills in oral and written communication in English;
 - High level analytical, research and report writing skills;
 - Excellent communication, problem solving and conflict resolution skills;
 - Computer literacy – Intermediate to Advanced;
 - Fluency in spoken Chinese - both Cantonese and Mandarin, able to read and write in Chinese;
 - Demonstrated ability to provide leadership and support to volunteers;
 - Current driver's licence;
 - Current and satisfactory police check record;
 - Reliable motor vehicle (including valid registration and insurance).
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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 Manager in consultation with the incumbent and then reviewed annually or as required.

Area of Performance:	
Case Management	<ul style="list-style-type: none"> ▪ Evidence of competent assessments. ▪ Evidence of promotion of projects to other aged care service providers and in the wider community. ▪ Evidence of improvement initiatives for services to clients.
Group Work	<ul style="list-style-type: none"> ▪ Evidence of addressing the needs of the clients through provision of effective services.
Community Project/Program	<ul style="list-style-type: none"> ▪ Evidence of planning and implementation of effective program to meet the needs of the clients.
Client and Community Engagement	<ul style="list-style-type: none"> ▪ Evidence of cooperation and respect with clients. ▪ Evidence of provision of clients' access to needed services. ▪ Evidence of advocacy to Chinese speaking community.
Continuous Improvement/Quality Management	<ul style="list-style-type: none"> ▪ Demonstrated compliance with all CCSSCI policies and procedures. ▪ Demonstrated compliance with legislation related to projects responsible for. ▪ Evidence of quality improvement programs in place. ▪ Evidence of ongoing professional development. ▪ Evidence of accurate and timely reporting.
Administrative Duties	<ul style="list-style-type: none"> ▪ Evidence of effective maintenance of client records. ▪ Evidence of well-prepared statistical analysis reports. ▪ Evidence of efficient minute taking.
Teamwork	<ul style="list-style-type: none"> ▪ Evidence of cooperation and respect with other staff members. ▪ Evidence of attendance at staff meeting. ▪ Evidence of reading meeting minutes, memorandums and information.
Occupational Health & Safety	<ul style="list-style-type: none"> ▪ Ability to demonstrate role in the event of fire or other emergency. ▪ Evidence of accurate and timely completion of client / staff / visitor incident forms including any first aid / follow-up actions. ▪ Evidence of accurate and timely hazard alert reports and corrective actions.

SALARY AND CONDITIONS:

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

PERFORMANCE APPRAISAL

The Community Services Worker's performance shall be evaluated by the Community Services Manager or delegate 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 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.

Community Services Worker

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 minor 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 major 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	Infrequent	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	Infrequent	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.

PHYSICAL DEMAND	FREQUENCY	COMMENTS
Reaching and stretching	Frequent	Reaching and Stretching is required in carrying out administration duties.
Twisting	Infrequent	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 clients 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 clients, 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.

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
- Effective Committees where staff can participate

AUTHORISATION



Authorised by:

.....
Chief Executive Officer

Date:

October 2020

Review Date:

October 2021 or when required

EMPLOYEE POSITION DECLARATION

Ihave 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

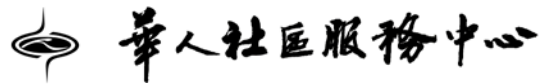
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Date

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Manager's Signature

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Date

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Manager's Name (Please print)

*delete as necessary



Chinese Community Social Services Centre Inc.

(ABN 95 428 365 701)

COMMUNITY VISITORS SCHEME COORDINATOR POSITION DESCRIPTION

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.

Responsible To: Community Services Manager

Responsible for: The Coordination of the Community Visitors Scheme (CVS) Program and to be involved in the volunteer development of the whole Centre

The Community Visitors Scheme

The Community Visitors Scheme (CVS) aims to mobilise volunteers to provide friendship and companionship for Australian Government subsidised aged care service recipients who are at risk of isolation or loneliness. The CVS is available to older people who are receiving subsidised residential aged care services or Community Aged Care & Disability Services who have been identified by their aged care provider as experiencing or being at risk of, social isolation whether for social or cultural reasons or because of disability. Chinese Community Social Service Centre Inc. is funded by this Scheme to provide volunteer visits to Chinese older people who are the:

1. Care recipients in an Australian Government subsidised aged care home; or
2. Care recipients in receipt of Community Aged Care & Disability Services.

Position Context and Objectives:

The objectives of the Community Visitors Scheme are:

- To ensure that recipients' lives are enhanced by the visits they receive or the contact they have with CVS volunteers. The anticipated quality of life improvements for the aged care recipients participating in the CVS include:
 - increased self-esteem or general feeling of well-being;
 - diminished feelings of depression and anxiety;
 - increased sense of purpose;
 - feeling cared for and/or connected to the community;
 - reduced feelings of loneliness and isolation;
 - a sense of connectedness to a care recipient's individual culture;
 - a sense of achievement through participation in a one on one relationship;

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- a sense of connectedness to other care recipients in the residential aged care home and increased dynamics between the group of care recipients visited; and
- maintenance or increase in independence.

The purpose of the role is to:

- Ensure that eligible recipients receive high quality and timely service.
- Ensure effective provision of services to recipients to meet their needs.
- Ensure that services are delivered in an appropriate, caring and respectful manner.
- Ensure compliance with quality and risk management accountability requirements and reporting processes in accordance with funding requirements and CCSSCI policy.

KEY RESPONSIBILITIES AND DUTIES:

1. Volunteer Coordination

- 1.1. To manage and develop the CVS program and coordinate the volunteer recruitment, selection, matching, orientation, training, mentoring and supervision;
- 1.2 To manage the day-to-day operation of the CVS program and provide support to the volunteers for their visits;
- 1.3 To facilitate the team building, mutual support and cohesiveness among the volunteers;
- 1.4 To identify potential volunteers to be the volunteer leaders and involve them in program planning and implementation;
- 1.5 To provide supervision and support to volunteers to build their confidence and capacity in conducting visits to older people and other volunteering;
- 1.6 To organise activities, special events, meetings, evaluation sessions for volunteers.

2. Program Development

- 2.1 To conduct individual assessments of service recipients to assess their needs;
- 2.2 To conduct home visits together with volunteers;
- 2.3 With service recipient's consent and where appropriate, make referral or relay care needs information back to the recipient's Care Coordinator/Case Manager;
- 2.4 To work closely with the aged care facility/ Community Aged Care & Disability Services where the service recipient belongs, to maximise positive outcomes;
- 2.5 To promote the CVS program to the aged care service providers and in the wider community;
- 2.4 To liaise with the government subsidized aged service providers to identify potential service recipients and discuss the arrangement of volunteer visits;
- 2.5 To obtain feedback regularly from services recipients and service providers;
- 2.6 To assist the Community Services Manager to develop strategies, guidelines and systems to monitor the quality of the services to meet the standards of the funding department and relevant legislations;
- 2.7 To undertake formal program evaluation to monitor the outcome of the service;
- 2.8 To prepare statistical analysis reports and other documents as required by the funding department and or / the Community Services Manager.

3. Administrative Duties

- 3.1 To maintain an accurate and updated record and filing system of service recipients;

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- 3.2 To update and develop volunteers' Policy and Procedure manual to ensure the Program meets the guidelines and requirements of the CVS and funding department;
- 3.3 To attend relevant network meetings as assigned by the Community Services Manager;
- 3.4 To perform other administrative duties as requested by the Community Services Manager.

4. Continuous Improvement/Quality Management

- 4.1 Contribute to the success of CCSSCI as a leading aged care and welfare service provider;
- 4.2 Ensure compliance with CCSSCI's policies and procedures;
- 4.3 Support a culture of continuous improvement and program evaluation;
- 4.4 Ensure that legislative requirements regarding various aspects of the CVS services are complied with at all times.

5. Health and Safety

- 5.1 Adhere to Health and Safety regulations, policies and procedures;
- 5.2 Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and consumers;
- 5.3 Demonstrate awareness of health and safety law and safe manual handling as relevant to position;
- 5.4 In the event of accidents or incidents that involve staff, consumers or volunteers, accurately complete accident/incident forms as may be required and report to the Community Services Manager;
- 5.5 In the event of hazard identification, complete relevant form and report to HCPP Manager;
- 5.6 Immediate reporting to Community Services Manager of notifiable issues e.g. elder abuse, key risks to the organisation;
- 5.7 Demonstrate an understanding of own role and responsibility in the event of fire and/or other emergency including the ability to evacuate self and persons as appropriate;
- 5.8 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 HCPP Manager;
- 5.9 Participate in training and education sessions regarding occupational health and safety.

6. Professional Responsibilities

- 6.1 Consistently exercise appropriate professional judgment in all decisions made that are related to the safety and wellbeing of service recipients, volunteers and staff, the daily operation of the CVS program and the reputation and interests of the CCSSCI;
- 6.2 Maintain abreast of current practice and trends in quality management systems as they relate to the provision of aged care services;
- 6.3 Recognise the need for, and actively participate in continuing education and development;
- 6.4 Assist in the development of organisation and a positive attitude to service recipients' participation across the organisation;
- 6.5 Comply with all Privacy Legislation requirements and CCSSCI confidentiality policy when communicating any and all information pertaining to service recipients, volunteers, staff and the operations of CCSSCI.

7. Other Duties

- 7.1 To participate in and contribute to other activities of the Centre as required;
 - 7.2 To perform other duties as directed by the Chief Executive Officer and/or the Community Services Manager.
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KEY SELECTION CRITERIA

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

Essential

- Qualifications in social work, welfare or disability studies or other human services fields;
 - Experience in working with volunteers and ability in providing leadership, supervision and support to volunteers;
 - Well-developed conceptual and working knowledge of the aged care services;
 - Demonstrated knowledge and understanding of aged care issues of people from culturally & linguistically diverse backgrounds;
 - Demonstrated ability in managing time, setting priorities, planning and organising work to meet competing demands;
 - Ability to undertake needs assessments of individual service recipients;
 - Good organisational and administrative skills;
 - Well-developed skills in oral and written communication;
 - High level analytical, research and report writing skills;
 - Excellent communication, problem solving and conflict resolution skills;
 - Computer literacy – Intermediate to Advanced;
 - Fluency in spoken Chinese, able to read and write in Chinese, can master both Mandarin and Cantonese is preferable;
 - Current driver's licence;
 - Current satisfactory police check;
 - Reliable motor vehicle (including valid registration and full comprehensive insurance).
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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 Community Services Manager in consultation with the incumbent and then reviewed annually or as required.

Area of Performance:	
Volunteer Coordination	<ul style="list-style-type: none"> • Evidence of compliance with relevant program guideline standards • Evidence of positive recipient feedback/recipient outcomes • Evidence of empathy for the needs of recipients • Ability to ensure a good match between volunteers and recipients • Evidence of competence in managing time and setting priorities • Evidence of competence to complete allocated tasks with satisfactory outcomes within the required timeframes • Evidence of having consistently exercised appropriate professional judgement in all aspects of responsibilities
Program Development	<ul style="list-style-type: none"> • Evidence of competent assessments • Evidence of promotion of CVS program to other aged care service providers and in the wider community
Continuous Improvement/Quality Management	<ul style="list-style-type: none"> • Demonstrated compliance with all CCSSCI policies and procedures • Demonstrated compliance with legislation relating the CVS program • Evidence of quality improvement programs in place • Evidence of ongoing professional development • Evidence of accurate and timely reporting
Occupational Health & Safety	<ul style="list-style-type: none"> • Ability to demonstrate role in the event of fire or other emergency • Evidence of accurate and timely completion of service recipients / volunteers / staff / incident forms including any first aid / follow-up actions • Evidence of accurate and timely hazard alert reports and corrective actions

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 CVS Coordinator's performance shall be evaluated by the Community Services Manager or delegate at three months service, six months service and at the conclusion of 12 months service and thereafter each subsequent 12 months, on termination of service and/or on request.

CCSSCI 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.

CVS Coordinator

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 minor 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	Continuous	Sitting is a major 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 consumer care and/or job requirements.
Lifting and carrying	Infrequent	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	Infrequent	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.

Job Description – Community Visitors Scheme Coordinator

Date Developed: May 2014 by JV Authorised by: KA (March 2020)

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PHYSICAL DEMAND	FREQUENCY	COMMENTS
Reaching and stretching	Frequent	Reaching and Stretching is required in carrying out administration duties.
Twisting	Infrequent	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 clients 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 clients, 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, including full instruction on any new equipment purchased
- 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
- Pre purchase trials and evaluation of equipment to ensure optimal purchase of goods and supplies
- Shelves to be positioned as appropriate levels
- Effective Committees where staff can participate

AUTHORISATION

Authorised by:
Chief Executive Officer

Date: March 2020

Staff Initial	Authorisation Initial
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EMPLOYEE POSITION DECLARATION

Ihave 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