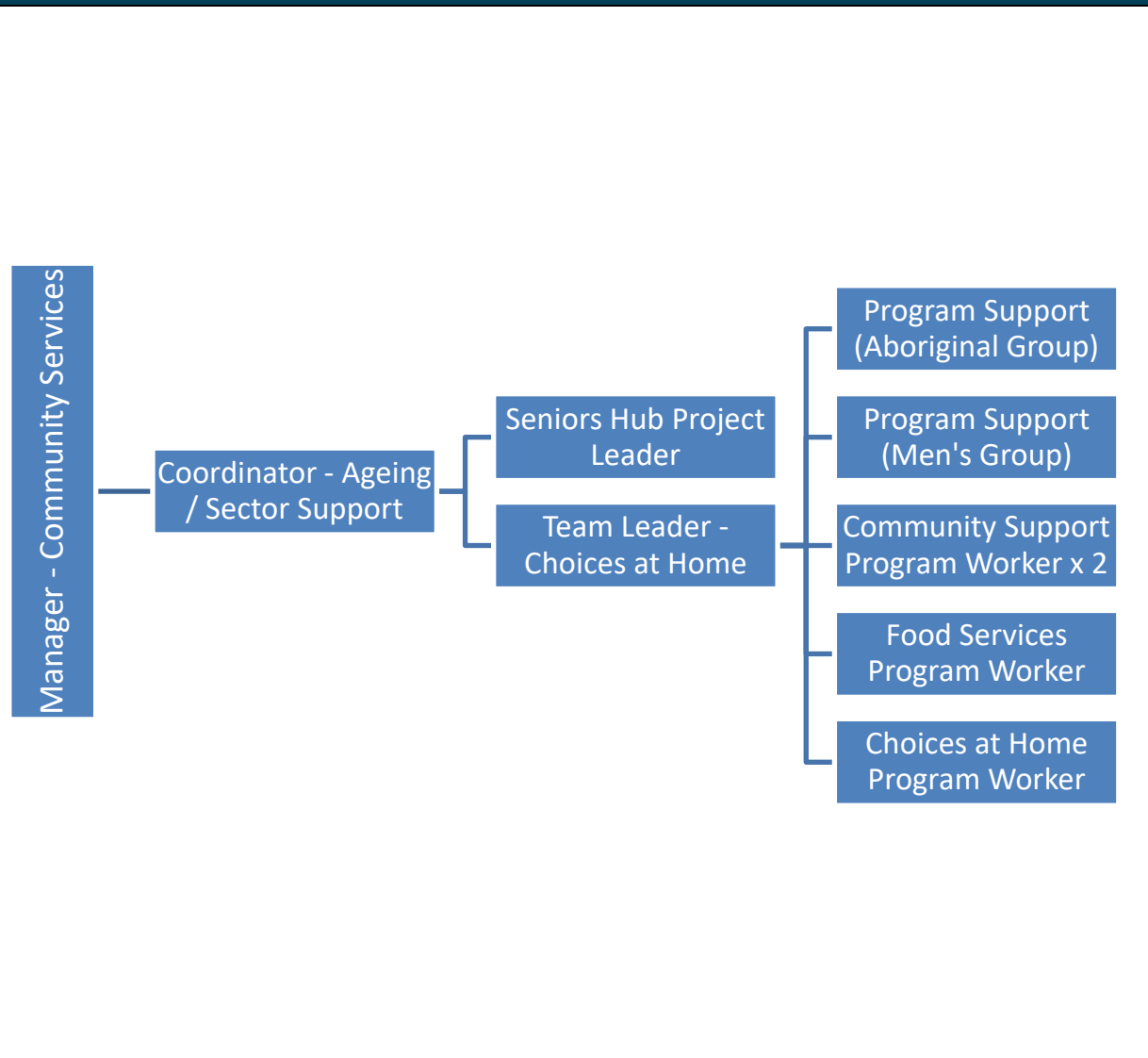


Position Title:	Choices at Home Program Worker
Position Number:	
Division:	Community Recreation and Cultural Services
Section:	Community Services
Grade:	5
Delegations:	Nil
Position FTE Hours:	38

Primary Purpose of Position

To coordinate and deliver a range of Community Support services to address the needs of older people, in maintaining their independence and connectedness to community, while living safely at home

Sectional Structure



Selection Criteria

Qualifications/Licences

- Certificate IV in Community Services or relevant field of study
- Current Driver's Licence
- First Aid Certificate
- Maintain Satisfactory Criminal Records Check

Skills and Experience

- Experience in a similar position including the delivery of services to a target group
- Commitment to the wellbeing and empowerment of older people and people with disability and their carers
- Ability to work as an effective member of a team
- Ability to work without direct supervision
- Ability to support volunteers
- Commitment to maintain the professional image of the service by complying with the adopted Code of Behaviour and the Orange City Council, Choices at Home Policies and Procedures.
- Demonstrated experience and highly developed organisational and administrative skills.
- Demonstrated experience in developing and monitoring service budgets and service reporting
- Competency in relevant computer applications including Microsoft software packages and client management systems
- Demonstrated ability to model Council's key values and desired behaviours

Key Accountabilities/Duties

- Undertake CHSP service provision across social support, Meals on Wheels, transport and home maintenance service types according to identified needs, in line with philosophy, goals and objectives of choices at home policies and procedures.
- Undertake client assessment, make appropriate referrals and identify service gaps by researching the needs of the target group.
- Plan service activities with the Choices at Home team.
- Meet the administrative and reporting requirements of the service and deliver the service within budget.
- Comply with relevant service standards, Work Health and Safety requirements, Orange City Council Policies and Procedures and funding body requirements.
- Function as an active member of the Community Services team.
- Recruit and support volunteers for the service and provide them with supervision and direction
- Participate in relevant networks and planning processes and liaise with relevant service providers and other professionals working to meet the needs of older people, people with disability and their carers.
- Identify and address grievances within the service and regularly evaluate service performance by monitoring service user satisfaction.
- Undertake effective promotion of the project to the target group, relevant service providers and the community.
- Comply with Council's Code of Conduct, relevant policies and procedures, values and behaviours, and work health and safety responsibilities, as amended from time to time.

Position Capabilities

The Orange City Council Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in our council. The full information regarding these Capabilities is available [here](#). The focus capabilities for this position are:

Group	Capability
Personal Attributes	<p>Manage Self - Foundational "Does it" <i>Show drive and motivation, an awareness of strengths and weaknesses, and a commitment to learning.</i></p> <ul style="list-style-type: none"> • Checks understanding of own role within the team • Proactively seeks instruction and guidance • Approaches work tasks with energy and enthusiasm • Stays up to date with knowledge, training and accreditation in relevant skills areas • Is willing to learn and apply new skills • Learns from mistakes and the feedback of others
	<p>Ownership - Demonstrates "Achieves it" <i>Take responsibility and ownership of work and delivering to quality standards.</i></p> <ul style="list-style-type: none"> • Undertakes work with care and concern for results achieved • Demonstrates ownership through language and behaviour • Speaks up when errors made • Able to get work completed to the required standard
Relationships	<p>Team Work - Foundational "Does it" <i>Be a respectful, inclusive and reliable team member, collaborate with others, and value diversity.</i></p> <ul style="list-style-type: none"> • Keeps team and supervisor informed of what he/she is working on • Shares knowledge and information with team members and other staff • Offers to help colleagues and takes on additional tasks when workloads are high • Is aware of the wellbeing of co-workers and provides support as appropriate • Is open to input from people with different experiences, perspectives and beliefs
	<p>Customer Focus - Demonstrates "Achieves it" <i>Commit to delivering customer focused services in line with strategic objectives.</i></p> <ul style="list-style-type: none"> • Identifies and responds quickly to customer needs • Demonstrates a thorough knowledge of services provided • Puts the customer and community at the heart of work activities • Takes responsibility for resolving customer issues and needs
Results	<p>Plan and Prioritise - Foundational "Does it" <i>Plan and organise work in line with organisational goals, and adjust to changing priorities.</i></p> <ul style="list-style-type: none"> • Understands team objectives and own contribution • Plans and organises own work tasks • Asks when unsure about the relative priority of allocated tasks • Manages time appropriately and re-prioritises as required • Identifies and informs supervisor of issues that may impact on completion of tasks
Technical	<p>Health, Safety and Environment - Demonstrates "Achieves it" <i>Identifying and/or preventing health and safety risks to self and others. Planning and delivering work that considers the environment.</i></p> <ul style="list-style-type: none"> • Takes responsibility for working safely, rather than relying on rules and policies • Speaks up when something is unsafe • Corrects safety hazards when identified • Always follows safety procedures • Reports health, safety and environmental issues and problems

Corporate Values

As a values-based organisation, Council demonstrates its values through workplace behaviours. These behaviours provide a framework for staff to model behaviour across the organisation. Underpinning the behaviours is the Orange City Council Code of Conduct. Council's corporate values are listed below:

- **Respect** – is honest and respectful towards others and works as part of a team
- **Ownership** - takes responsibility for actions
- **High Performance** - pursues performance excellence and continually looks for improvement
- **Customer Focus** - demonstrates a customer focused approach towards internal and external customers
- **Safety** - works safely, in accordance with Council's Work Health and Safety policy and procedures
- **Diversity – Champion a diverse and inclusive workplace**
- **Leadership** – Council encourages all its employees to lead by example and role model our values. Leaders also need to ensure they provide constructive feedback and encourage high performance by coaching, developing, recognising and managing people effectively

Work Health and Safety Responsibilities

All employees are responsible for Work Health and Safety (WHS) for Orange City Council and their duties include:

- Complying with Council's WHS policies and procedures
- Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others
- Reporting any potential hazards, incidents or injuries to their Supervisor and Human Resources within 48 hours
- Participating in any applicable WHS consultation arrangements
- Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace
- Correctly using all personal protective equipment
- Complying with emergency and evacuation procedures and site rules if applicable
- For Managers, Supervisors, Team Leaders or Gangers, you have additional WHS responsibilities as defined in the Orange City Council Work Health and Safety Management Policy (OP 84)

General

- The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.
- Local Government (State) Award conditions apply to all entitlements.
- The Position Description links to the overall organisational Delivery/Operational Plan which ties into an employees' key performance indicators (KPIs) as part of their annual performance review.
- Position descriptions may be amended from time to time in accordance with business needs and in consultation with the incumbent of the position.

I acknowledge that I have read and understood the duties, responsibilities and delegations of the position as outlined in the above Position Description

Name of Employee	
Signature of Employee	
Date	