



Position Description

Care Service Employee	
Position Code	353
Classification/Grade/Band	Local Government, Aged, Disability and Home Care (State) Award Grade 1 or Grade 2
Reports to	Aged Services Manager
Location	Naroo Hostel
Content Manager Reference	
Direct Reports	NIL
Budget (Operating and Capital expenditure)	NIL

Overview of Gwydir Shire Council

Located on the Fossickers Way between the New England and North West regions of NSW, the Gwydir Shire encompassing a diverse landscape that is both picturesque and productive. With affordable housing, a strong sense of community and diverse leisure and recreation activities, the Shire offers an idyllic and fulfilling lifestyle. Bingara and Wyallda are the main towns in the Shire.

The Gwydir Shire Council prides itself on being an award-winning organisation that supports its community through the provision of high-quality services. Council offers employees a rewarding career that allows staff to make a positive impact in the communities in which they live; and provides exciting opportunities to explore and suture career avenues within the organisation. Council strongly supports a flexible-family work environment.

Gwydir's Vision

Council's vision is to be a recognised leader in Local Government through continuous learning and sustainability. Council embraces this mantra by ensuring all staff have access to training and education, to reach their full potential.

Gwydir's Mission

To ensure that the Council's long-term role is viable and sustainable by meeting the needs of our residents in a responsible and caring way, attract sustainable development while maintaining the traditional rural values, character and culture of our people.

Child Safety Commitment Statement

Gwydir Shire Council is committed to the safety, wellbeing and empowerment of all children and young people throughout the Shire, including indigenous children, those from culturally and linguistically diverse backgrounds and children and young with disabilities.

All Gwydir Shire Council staff, volunteers and other partners have a zero-tolerance approach to any form of child abuse in both the physical, psychological, and online environments. We support the rights of children and young people, and we will act immediately and accordingly to ensure an environment is maintained where they feel safe, respected, valued, and always empowered.

We know that being a leading child safe organisation is about more than having the right policies and procedures in place. It requires conscious actions and proactive behaviours to protect children from harm. It means creating a culture of safety that extends from participation and education through to ensuring all members of our organisation feel safe and secure in reporting inappropriate behaviour.

It is essential that everyone at Gwydir Shire Council understand the important responsibilities they have in relation to child safety, and we are committed to educating our elected members, employees, volunteers, contractors, consultants, other partners and the wider community in the regard.

We want children to have a voice and know that their views are listened to and respected and that they are given opportunities to contribute. Together we can provide an environment where children feel safe, respected, valued, and encouraged to reach their full potential.

Primary purpose of the position

To provide holistic resident focussed care to older people and people with disabilities who are receiving residential care in Naroo Hostel after they have been assessed by the Aged Care assessment Team.

Department and Branch Description

Forming part of the Organisation and Community Services Department, the Naroo and Aged Care Services Branch is responsible for providing aged care services including hostel services, Commonwealth Home Support Program (CHSP) services and community transport.

Key accountabilities

Within the area of responsibility, this role is required to:

- Assist with, and document the assessment, planning, delivery and evaluation of care as determined by the level of training and experience under the direction and supervision of the Naroo and Aged Services Manager and/or Registered Nurse.
- Work in collaboration with other Care Service Employees for the provision of resident care, whilst promoting a homelike environment.
- Be aware of individual responsibilities as a Care Service Employee in relation to the administering of medication regimes according to doctors' orders, WH&S Act, Infection Control Regulations, Fire, Security and Safety Procedures, Disaster and Emergency Procedures ensuring that all safety obligations are complied with, and protective clothing and/or equipment is utilised as required.
- Perform care in accordance with Resident Care Plan, Naroo Hostel Procedure Manuals, policies, industry policies and duty statements ensuring that all tasks are completed in accordance with skills, experience and qualifications and seek assistance with any procedure or aspect of resident care if lacking competence, knowledge or confidence to perform same.
- Ensure all written communication is legible, factual, and non-judgemental and meets all legal and policy requirements.
- Make a conscious effort to maintain expenditure and judicious use of equipment and resources within the Hostel's budget.
- Treat residents with respect at all times, ensuring their dignity and self-esteem is maintained and that they receive the quality of care consistent with The Standards and Accreditation Policies reporting any unusual behaviours to the Naroo and Aged Services Manager.
- Willingness to work within the policies, procedures and practices of the residential aged care service and all aspects of regulatory compliance associated with work role.
- Actively participate in continuous quality improvement and Accreditation activities and contribute to staff and quality meetings in a constructive and effective manner.
- Act in accordance with the Naroo Above and Below the line behaviours and Gwydir Shire Code of Conduct.

Selection Criteria

Essential

- Certificate III in Community Care (Aged Care Work)/ Individual Support including 'Provide physical assistance with medication '.
- First aid certificate with CPR
- It is condition of employment to have had the mandatory doses of a COVID-19 vaccine and to have received the seasonal influenza vaccine.
- Demonstrated personal competencies, including confidentiality, effective communication skills (written, verbal and non-verbal), ability to successfully negotiate for outcomes, sound decision making skills, and genuine commitment to consultation and engagement with other stakeholders.
- Willingness to actively contribute to continuous quality improvement and Accreditation activities within the service.
- Willingness to work within the policies, procedures and practices of the residential aged care service and all aspects of regulatory compliance associated with work role.
- Ability to balance conflicting priorities and work to deadlines.
- Supports productive relationships with a demonstrated ability to work as part of a team and independently and with people at all levels.
- Current valid 'C' Class driver's licence.

Desirable

- Previous experience working within a residential aged care environment would be highly regarded.

Common requirements of the position

- Willingness to have Council conduct a Criminal History Check.
- Agree to undertake a medical assessment by Council's nominated medical practitioner if required and to be medically fit to undertake the full requirements of the position.
- Manage projects in accordance with corporate standards.
- Willingness to work flexible hours to meet the requirements of the position.
- Behaviour in accordance with Council's policies and the Code of Conduct.
- Report environment issues that may become evident when carrying out the position duties.





Qualifications

- Certificate III in Community Care (Aged Care Work) / Individual Support

Capabilities for the position

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <http://capability.lgnsw.org.au>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities

Local Government Capability Framework		
Capability Group	Capability Name	Level
	Manage Self	Intermediate
	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Demonstrate Accountability	Intermediate
	Communicate and Engage	Intermediate
	Community and Customer Focus	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Create and Innovate	Intermediate
	Deliver Results	Intermediate
	Finance	Intermediate
	Assets and Tools	Foundational
	Technology and Information	Adept
	Procurement and Contracts	Foundational

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Acts honestly, ethically and with discretion and encourages other to do so • Sets a fine of integrity and professionalism with customers and the team. • Supports others to uphold professional standards and to report inappropriate behaviour. • Respectfully challenges behaviours that is inconsistent with organisational values, standards or the code of conduct. • Consults appropriately when issues arise regarding misconduct, unethical behaviours and perceived conflicts of interest
Relationships Community and Customer Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community. • Takes responsibility for delivering quality customer focused services. • Listens to customer and community needs and ensures responsiveness. • Builds relationships with customers and identifies improvements to services. • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Participates constructively in unit planning and goal setting. • Helps plan and allocate work tasks in line with team/project objectives. • Identifies and escalates issues impacting on ability to meet schedules. • Provides feedback to inform future planning and work schedules.
Resources Technology and Information	Adept	<ul style="list-style-type: none"> • Selects appropriate technologies for projects and tasks. • Identifies ways to leverage the value of technology to achieve outcomes. • Ensures team understands their obligations to use technology appropriately. • Ensures team understands obligations to comply with records, information and knowledge management requirements.
Prepared By	Human Resource Officer	
Approved by General Manager	October 2023	
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