



**COMMUNITY CARE OPTIONS
POSITION DESCRIPTION**

Position:	Support Worker
Reports to:	Support and Development Manager
Date:	October 2025
Remuneration:	In accordance with the Social Community Homecare and Disability Services Industry Award 2010 Home Care Employee, Aged Care, Level 1 - 3 (pending experience and qualifications) Home Care Employee, Disability Care, Level 1 - 3 (above Award payment for any disability services so that all hours are paid at the higher of the two classification rates). Permanent Part Time - \$31.13-\$34.59 per hour Casual - \$38.91-\$43.24 per hour In addition to paid kilometers and penalty rates (where applicable)

PURPOSE OF THE POSITION

To provide quality services which support participants in their own home - enabling them to remain living independently in the community and with an optimised quality of life.

POSITION SCOPE

To work in conjunction with participants, Support Planners, Coordinators, Management and stakeholders to provide quality direct care support to participants from an enablement approach which complies with participant directed care philosophies and organisational and industrial requirements.

FUNCTION

A Support Worker is responsible and accountable for -

- ensuring participants receive a high standard of direct support, delivered in a consistent manner and in accordance with the organisation's policies and procedures
- ensuring that their own skill level and competence is sufficient to carry out the assigned duties effectively and safely
- ensuring that the work environment is adequate to carry out the assigned duties safely
- Communication and documentation
- reporting and monitoring functions within agreed performance indicators
- participating in ongoing professional development and quality improvement

ORGANISATIONAL CONTEXT

Community Care Options has a proud 30 year record of providing case management and direct services to people living in Coffs Harbour, Bellingen and Nambucca areas. Our target groups include frail, aged, people with a disability, people with dementia, carers and others who may have short term need for case management and support.

Our vision is leadership and innovation in the provision of high quality community care services.

Our Mission is to support and improve the quality of life and independence of people living in the community on the Mid North Coast.

Our services focus on the empowerment, dignity and independence of our participants and their support network.

PROGRAM CONTEXT

The organisation offers the following services and programs –

Aged Care

Commonwealth Home Support Program (CHSP) – entry level low care

Commonwealth Home Support Program (Respite) – flexible respite

Home Care Packages 1 - 2 – Low Level case management and direct services

Home Care Packages 3 - 4 - High Level case management, clinical care, direct services

Transitional Aged Care (TACS) – direct services up to 12 weeks post discharge from hospital

Disability Services

National Disability Insurance Scheme (NDIS)

Plan Management

Coordination of Supports

Service Delivery

Funded by Ministry of Health

Out of Hospital Care – Compacts, End of Life, Safe and Supported at Home (SASH)

Private Services

The following Key Result Areas and Performance Indicators have been identified –

Key Result Area	Area of Responsibility	Performance Indicators
Participant Services	Delivery of quality participant services	Possesses a thorough knowledge of the organisation's Policies and Procedures as they relate to participant service provision Completes all work in an efficient, effective and safe manner and in accordance with the organisation's policies and procedures Fulfills duty of care either by direct action or by referring matters to line Manager Attends training, participant focus groups and professional development opportunities as requested Seeks supervision when necessary Provides feedback on changes and incidents impacting on the participants wellbeing and service support
Direct Duties		Domestic Assistance *cleaning *vacuuming *dusting *washing *ironing Meal Preparation *preparing meals *menu planning Social Support *shopping *banking *paying bills *medical appointments *social outings Respite Meaningful engagement of care participant Personal Care *assisting participant to shower/bath * total bed bath/sponge *grooming *oral hygiene *skin and pressure area care eg application of non medicated cream, monitoring skin integrity Toileting *assisting participants to access the toilet *change participants' continence aids *support with complex bowel care routines including enemas *assisting with menstrual care Transfers/Mobility *support participants to transferring in and out of bed/chair/car, to and from shower/bath, commode, *use of hoists and lifting devices Medication Management *supervision, prompting, monitoring of medications according to Policy manual
Key Result Area	Area of Responsibility	Performance Indicators

Equipment	Identify participant equipment needs as required.	Observed equipment needs are reported to responsible Care Partner Observed equipment maintenance needs are reported to responsible Support Planner
Workplace Health and Safety	Identify new/changed hazards/incidents Report any unsafe situations to management for resource allocation where risks unable to be managed immediately. Adhere to CCO WH&S policies and procedures in maintaining own and others health and safety.	Ensure adequately resourced with roster alerts and WH&S management plans to enable them to protect their own safety and that of others. Maintain organisation issued personal protection kit and first aid kits in full working order and have them available during work time Identify and report workplace safety issues, eg unsafe workplace, unsafe work practices, accidents, near misses, and significant incidents Follow direction from Manager on the performance of duties Advise Manager if they are not sufficiently qualified, competent and fit to perform the duties assigned to them Provide orientation and/or training to other staff when requested Report all critical incidents/hazards/personal injuries immediately to Manager. Hazard/incident reports are completed and submitted immediately to WH&S Officer or Manager
Professional Development Best Practice	Participate in support and supervision with Manager to ensure optimal outcomes for participants in accordance with professional and best practice standards. Participate in ongoing professional development activities including reading, participation in discussion groups, in service training, conferences, workshops and peer support to maintain and update professional knowledge and skills.	Attend and contribute to Support & Supervision meetings as requested by Manager. Attend and contribute to Participant Focus Meetings as requested. Participate in regular support and supervision with Manager to clearly discuss any barriers to effective service delivery and professional development needs. Actively participate in Performance Planning and Review as requested. Participate in staff development opportunities as required. Ensure own skills and qualifications are and remain in accordance with the requirements of the position
Key Result Area	Area of Responsibility	Performance Indicators
Communication	Respond to Coordinators and Care Partners in a timely manner.	100% of services are documented in participant Communication Book

	Engage with all stakeholders professionally and appropriately. Ensure any issues requiring management support are raised in a timely manner.	100% of office enquiries are responded to as soon as practicable after receiving Communication with all stakeholders is conducted with respect to the organisation's Code of Conduct. Management are kept informed of any developing issues immediately.
Confidentiality	Maintain participant/carers/employee privacy and confidentiality. Ensure accurate and confidential recording and maintenance of participant/carers personal and organisational documents.	Discussion of participant information only with those directly involved in participant care. Complete communication notes, memos, operational notes etc in a timely and non-judgmental manner – same day. Comply with best practice and quality standards as described in the Community Care Options Policy and Procedures Manual.
Team Work	Work as a collaborative team member, participating in team meetings and team development activities in order to support team cohesiveness and commitment to CCO objectives. Liaise with the team and other positions within the organisation to ensure collaborative service planning and delivery and to resolve any issues. Meet requirements of EEO, WHS, ethical practice and Code of Conduct and Ethics to ensure equitable and inclusive practices. Assist with mentoring, supporting and inducting other Support Workers where requested.	Attendance and active participation in team meetings and team development activities. Contribute to annual team planning. Positive working relationships established and maintained with relevant CCO staff Services are completed at all times with due regard to equity, ethics, WHS and EEO. Support fellow peers whilst respecting individuality. Compliance with CCO policies, procedures and guidelines.
Other	Any other duties as requested by management and within the scope of your job description.	Suitable skills to complete task.