



POSITION DESCRIPTION

REPORTS TO	Community Care Regional Manager	CLASSIFICATION & HOURS	Various Hours
DIVISION	Community Services	LOCATION	Various Communities

JOB PURPOSE

The Community Services Support Worker will assist the Community Care Team Leader in providing personal, physical, and emotional support to our aged care consumers and participants who require assistance with daily living in the community and surrounding ward.

DUTIES AND RESPONSIBILITIES

Personal and Direct Support

- Deliver respectful, client-focused support with everyday activities.
- Support physical, social, and emotional wellbeing activities.
- Provide advice to clients about nutrition, food storage and hygiene.
- Assist in meal preparations, deliveries, personal care, domestic assistance and transportation.

Communication and Engagement

- Communicate clearly with participants, families, and colleagues.
- Support cooperative behavior.
- Communicate any issues regarding any participants or staff member safety concerns to the Council Operations Manager.
- Work independently and collaboratively as required, contributing to a positive team environment.

Record Keeping and Reporting

- Complete shift reports, progress notes, and incident documentation.

Safety, Compliance & Reporting

- Always comply with all Council WHS/OHS policies, procedures, and legislative requirements.
- Complete daily safety checks of equipment and work areas; report hazards or incidents immediately.
- Maintain confidentiality when accessing or working near sensitive information.

SELECTION CRITERIA

Essential Qualifications

- Current First Aid Certificate(essential)
- Certificate III in Individual Support or equivalent(desirable)
- Qualification in personal care, Assistance in Nursing or equivalent (desirable)

Skills & Attributes

- Ability to work in a challenging, culturally diverse environment and respect the values, customs, preferences and beliefs of clients and their families.

- Be able to demonstrate a caring and supportive attitude towards consumers and participants.
- Well-developed communication and negotiation skills and the ability to be sensitive.
- Maintain privacy and confidentiality
- Understanding of disability, aged care, and community services
- Knowledge of WHS principles
- Good time-management skills and ability to prioritize tasks.

OTHER REQUIREMENTS

- Criminal History Check (recent within 3 months) **(Mandatory)**
- Working With Children Clearance (Ochre Card) **(Mandatory)**
- NDIS Worker Screening Check **(Mandatory)**
- Current Driver Licence
- Commitment to training

ACKNOWLEDGEMENT

DIRECTOR:



DATE APPROVED: 09/02/2026

CHIEF EXECUTIVE OFFICER: Jennifer Marston DATE APPROVED: 10/02/2026

Jennifer Marston (Feb 10, 2026 09:56:18 GMT+9.5)