POSITION DESCRIPTION

Support Worker

Created November 2026

Department	Dowerin Home Care
Award	*Local Government Officers (Western Australia) Award 2021*
Level	Three (3)
FTE	Casual

POSITION OBJECTIVES

To provide domestic assistance, transport and support to consumers of Dowerin Home Care in their own home or as per the prescribed support plan.

ORGANISATIONAL RELATIONSHIPS

Reporting to:	Dowerin Home Care Coordinator
Responsible for:	Nil
Liaison with:	Community Members and Organisations, Contractors and Suppliers

ORGANISATIONAL STRUCTURE

Refer to Appendix A.

KEY RESPONSIBILITIES

OPERATIONS

- Follow the support plan at all times and provide the support and care described in the support plan such as personal care, housekeeping support, shopping and social support.
- Advise the Coordinator if support other than that described in the support plan appears necessary or is requested by the consumer.
- Promote and foster the independence of the consumer.
- Provide active companionship with consumers in their own home.
- Report to the Coordinator any changes observed in the consumer, the home safety or other relevant aspects of the home environment.
- Communicate respectfully with all individuals including consumers, representatives, staff and the community.
- Contribute to continuous improvement by involvement in staff meetings, planning days and feedback mechanisms.
- Participate in education and training opportunities.
- Other duties as requested by the Coordinator.

HUMAN RESOURCES

- Demonstrate punctuality and reliability by attending rostered shifts, client visits and transport bookings on time, and promptly notifying the supervisor of any delays or absences.
- Maintain confidentiality of all client, employee and Shire information, sharing information only with authorised persons for work purposes.
- Treat older people with patience, empathy, dignity and respect, recognising their individual needs, preferences and right to independence.
- Maintain professional boundaries and communicate respectfully with clients, families, colleagues and the community.
- Work cooperatively with colleagues and follow reasonable directions, Shire policies and procedures.
- Participate in required training, staff meetings and performance reviews to maintain skills and improve service delivery.

WORK, HEALTH AND SAFETY

- Work with care for own safety and health and that of others
- Participate in developing sage work procedures and follow them
- Participate in training
- Use equipment properly and report any faults and/or damage
- Use personal protective equipment as directed
- Report hazard and incidents to the Coordinator or Manager
- Participate in return-to-work plans is required

RISK MANAGEMENT

- Comply with the Shire's risk management policies and procedures.
- Responsible for reporting possible risks in relation to operational procedures.

REQUIREMENTS OF THE JOB

SKILLS AND KNOWLEDGE

- Ability to communicate respectfully and sensitively with older people, their families and carers.
- Understanding of the needs of older people and the importance of supporting their dignity, choice and independence.
- Good time management skills, with a demonstrated commitment to punctuality and reliability.
- Understanding of confidentiality, privacy and professional boundaries.
- Ability to undertake domestic cleaning tasks safely and efficiently, including the appropriate use of cleaning products and equipment.
- Safe driving skills and ability to assist clients respectfully when accessing transport.
- Ability to work independently and cooperatively, follow support plans and accurately record and report relevant information.

EXPERIENCE

- Previous experience providing domestic assistance, cleaning or transport services is desirable.
- Experience working with or supporting older people in a community, home care or similar setting is desirable.
- Experience managing scheduled tasks and providing reliable, respectful customer service is desirable.

QUALIFICATIONS, CERTIFICATES AND LICENCES

- Certificate III or above in Aged Care
- First Aid Certificate.
- Police Clearance or willingness to obtain one
- Roadworthy vehicle (fuel and travel costs reimbursed)
- Current Driver's License

EXTENT OF AUTHORITY

- Operates under the general direction of the coordinator and freedom to make decisions in accordance with policies and procedures.
- Exercises a degree of autonomy however, freedom to act is governed by role, policy and budget constraints.
- Assistance available for problem solving.
- Work outcomes monitored.

EMPLOYMENT CONDITIONS

- A Pre-Employment Examination.
- Current National Police Clearance Certificate is required.
- Signed declaration that the incumbent has read the Shire of Dowerin's Induction Manual and Code of Conduct prior to the commencement of work.

CERTIFICATION

Authorised by	Chief Executive Officer
Signature	
Authorised by	Dowerin Home Care Coordinator
Signature	
Date Reviewed	3 November 2026

IMCUMBENT ACKNOWLEDGEMENT

Employee

Signature

Date