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| <b>Position title</b>  | <b>Independent Living and Carer Support Worker</b>                       |
| <b>Award</b>           | Social, Community, Home Care and Disability Services Industry Award 2010 |
| <b>Classification</b>  | Social and Community Services Employee Level 2                           |
| <b>Employment type</b> | Full time  |
| <b>Hours per week</b>  | 38 hours per week  |
| <b>Reports to</b>      | Chief Executive Officer  |
| <b>Position holder</b> | Vacant   |

### Position Purpose

The Independent Living and Carer Support Worker plays a key role in the delivery of Commonwealth Home Support Program (CHSP) services, primarily social support, transport, and community access, designed to support older people to remain living independently and stay connected to their communities.

The role also contributes to the delivery of HACC social support services and provides supplementary assistance in carer support and respite, ensuring unpaid carers have access to practical supports when needed. The position is client-facing and involves service delivery, data entry, administrative support, and working collaboratively with staff and volunteers.

### Key Responsibilities

#### *CHSP Service Delivery – Social Support, Transport, and Community Access*

- Provide safe, non-emergency transport and social support for older people, either one-on-one or in group settings.
- Assist clients in participating in community activities, appointments, and social outings.
- Support the development of positive relationships and community engagement among participants.
- Encourage independence and reablement through client-centred practice.
- Work with volunteers and other team members to deliver outings, events, and day-to-day services.
- The employee must uphold the principles outlined in the Aged Care Quality Standards and the Charter of Aged Care Rights in all aspects of service delivery.

#### *Scheduling and Administration*

- Assist in rostering volunteers and staff across CHSP social support, transport, and respite services.

- Maintain accurate records, including service logs and attendance, in line with CHSP reporting requirements.
- Ensure service bookings and transport schedules are up to date, efficient, and meet client needs.
- Support database management, data entry, and contribute to program reporting.

#### *HACC Social Support*

- Support the delivery of HACC-funded activities that promote social connection and independent living.
- Assist clients to engage in activities that align with program goals and wellness principles.
- Promote inclusion, safety, and quality care in all HACC activities.

#### *Carer Support and Respite (Support for Carers Program)*

- Provide practical respite services to support unpaid carers, including community-based respite where applicable.
- Help facilitate access to carer-focused supports and services under the direction of the program manager.
- Maintain records of support provided and respond to carer enquiries professionally and empathetically.

#### *5. Team and Organisational Contribution*

- Contribute to quality improvement activities, audits, and service planning.
- Participate in training, supervision, and team meetings.
- Work collaboratively with other staff and volunteers to ensure consistent, high-quality service delivery.
- Uphold organisational values, safety practices, and aged care principles at all times.

### **Key Selection Criteria**

#### ***Essential***

- Certificate III in Individual Support, Community Services, or related discipline, or relevant work experience.
- Experience working with older people, carers, or people with disability in a community setting.
- Knowledge of the Aged Care Quality Standards and Charter of Aged Care Rights.
- Good understanding of aged care, carer respite, and social support principles.
- Strong interpersonal skills and ability to communicate with empathy and professionalism.
- Proficient in Microsoft Office and data entry systems.
- Sound organisational and time management skills.
- A current Victorian Driver's Licence and access to a reliable, insured vehicle.

**Desirable**

- Experience working under CHSP, HACC, or Support for Carers programs.
- Experience working with volunteers.
- First Aid and CPR certification.

**Personal attributes**

- Respectful and inclusive
- Reliable and self-motivated
- Strong attention to detail
- Excellent customer service
- Patient and calm under pressure
- Initiative and problem-solving ability
- Team-oriented and flexible

**Conditions of employment**

- Terms and conditions are in accordance with the SCHADS Award and National Employment Standards.
- This position is subject to ongoing funding.
- The employee agrees to comply with all workplace health and safety rules, and all other organisational policies and procedures, as amended from time to time.
- Employment is subject to a satisfactory Police Check, NDIS Worker Screening Check, Working with Children Check, and a valid Driver's Licence.

**Chief Executive Officer review and approval:**

I have reviewed and approve the above position description

Signature: \_\_\_\_\_ Date:    /    /

**Robbie Millar - Chief Executive Officer**

**Employee statement**

I have read, understand and agree to the above position description

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date:    /    /