

Kowanyama Aboriginal Shire Council



Position Description

Aged Care Support Worker

Job Title:	Aged Care Support Worker
Award:	Queensland Local Government Industry Award (Stream B) – State 2017
Division:	Division 2, Section 1 – Aged Care Services (other than Nurses)
Classification:	All employees other than Cook and Chief cook
Department:	Community Services
Reports To:	Aged Care Manager / Aged Care Coordinator
Approved:	Chief Executive Officer
Version Date:	03 March 2026

Position Objective

To provide holistic care to the Elders of Kowanyama Aboriginal Shire as set out in the Elders defined care plan and Aged Care support protocols.

Position-Specific Responsibilities

1. Assist Elders who are visiting the Kowanyama Aged Care Service (KACS);
 2. Assist with the preparation, cooking and delivery of meals to Elders at the KACS Centre, at home, or on country during accompanied cultural outings;
 3. Assist Elders with undertaking and completing their laundry whether at the KACS Centre or the laundromat;
 4. Assist Elders with showering and other personal care within the confines of the KACS Centre;
 5. Maintain a safe and hygienic environment in the KACS Centre for all users including Residents, Staff and KACS Centre pets;
 6. Organise and assist the Elders registered with the KACS program with social activities involving cultural outings on to country for the purposes of hunting and gathering;
 7. Transport and escort Elders to and from community agencies and or their home as required and in accordance with both KACS and KASC policy guidelines;
 8. Apply all KASC and KACS policies applicable to the care of Elders and activities in which they are supported;
 9. Assist with development and coordination of appropriate home and community care programs by participating actively in regular Staff Meetings and Elder Case Management workshops;
 10. Monitor the safety and wellbeing of clients and promptly report any concerns to the appropriate Supervisor;
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11. Carry out effective handover at end of shift and use the stipulated logging and communication tools;
 12. Observe all workplace health & safety procedures;
 13. Maintain the lawns and gardens in the KACS Centre;
 14. Respond to any medical emergencies applying the notification, first aid and escalation protocols in place;
 15. Report concerns and/or issues to either the Aged Care Services Coordinator on duty and or the Aged Care Services Manager;
 16. Other duties as and when required.
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Selection Criteria

1. Ability to obtain and maintain an aged-care compliant Police Clearance.
 2. Yellow Card (Queensland Disability Worker Screening Clearance).
 3. Demonstrated knowledge and understanding of Aboriginal and Torres Strait Islander cultures, with the ability to communicate effectively and sensitively with elderly Indigenous people, younger people with disabilities, and their carers.
 4. Be competent in or willing to learn to use equipment to provide and maintain a high level of customer directed care for the Elders accessing the Kowanyama Aged Care Service.
 5. The ability to work with minimal supervision, either individually and or as part of a dedicated team.
 6. Well-developed verbal and written communication skills including the ability to liaise and negotiate with a wide range of people at all levels in a culturally sensitive way.
 7. Demonstrated behaviour which supports a diverse, equitable and safe workplace.
 8. Personal attributes that engender commitment, passion, energy, drive, initiative, resilience and respect.
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Key Performance Indicators

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| Work Areas: | <ul style="list-style-type: none">• Always maintain all areas to a high level of cleanliness and tidiness. |
| Equipment: | <ul style="list-style-type: none">• Maintain all equipment to a working standard.• Remove un-roadworthy vehicles from active service and ensure every possible step is taken to effect repairs as soon as possible.• Tag dangerous equipment and make sure no-one uses it. |
| Attendance: | <ul style="list-style-type: none">• Arrive at work on time.• All absences to be notified to your supervisor prior to commencement of workday – within a reasonable time to allow for re-scheduling of duties to another worker. |
| Customer Service: | <ul style="list-style-type: none">• Maintain a high level of customer services towards all clients• No substantiated complaints• No breaches of confidentiality |
| Workplace Health and Safety: | <ul style="list-style-type: none">• Comply with all work health and safety legislation, codes of practice and procedures.• Ensure risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility. |

- Adherence to Council's policies and procedures:**
- Adhere to behaviours, responsibilities, and actions identified within Council's Code of Conduct.
 - No breaches of Council's policies and procedures

Corporate Responsibilities

Policy and Procedural Responsibilities

Be aware of, and act in accordance with all council policies and procedures.

Code of Conduct

Adhere to behaviours, responsibilities, and actions identified within Council's Code of Conduct. Staff not adhering to the Code of Conduct will be subject to disciplinary action.

Work Health and Safety

Comply with all work health and safety legislation, codes of practice and procedures. Use appropriate protective clothing and equipment.

Ensure risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.

General

- All employees should start no later than the assigned time and preferably arrive at least five (5) minutes prior for the purpose of setting up their work area and once shift is completed leave site directly after hand over.
- All employees should notify their immediate supervisor within 30 minutes of their start time in the event of an unplanned absence and only work the rostered hours assigned by management.
- Tasks allocated to this position shall be performed to a high standard, in accordance with procedural guidelines and timeframes, and with efficient and effective utilisation of resources
- Duties shall be carried out in accordance with accepted industry standards, compliance with various legislative requirements, standards and Council policies, procedures and local laws
- The employee shall show a spirit of cooperation towards their supervisor/s, other employees and the achievement of Council's aims and objectives.
- It is a requirement that all Council employees maintain a current manual "C" class driver's license where driving forms part of regular work activities.

Organisational Relationships

Reports To: Aged Care Manager / Aged Care Coordinator

Internal Liaison: Chief Executive Officer, Executive Managers, and all Kowanyama Aboriginal Shire Council employees

External Liaison: Federal and state government agencies, statutory authorities, contractors, members of the community, visitors to the Kowanyama Community.

Mandatory Requirements

- Yellow Card (Queensland Disability Worker Screening Clearance)
- Aged Care compliant Police Certificate
- Possession of a current C Class Driver Licence (if required to operate a vehicle)

Position Description Authorisation

This position description is subject to change from time to time as Kowanyama Aboriginal Shire Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion and agreement with the position incumbent.