

# Information for Applicants

## Client Support Workers Narrogin Regional Homecare



### **Applications close**

Applications will be accepted on an ongoing basis

### **For more information contact:**

Rizwan Islam

[HCSC@narrogin.wa.gov.au](mailto:HCSC@narrogin.wa.gov.au)

Tel: 08 9890 0700



**Client Support Workers**  
**Narrogin Regional Homecare**  
**Package up to \$62K**

The Shire of Narrogin by way of Narrogin Regional Homecare has experienced recent growth and is currently recruiting for Support Workers to join our team.

If working in your local community appeals to you, then we would love to hear from you. Duties of this flexible and fulfilling role include providing Personal Care, Social Support, and Domestic Assistance to our clients living in the community.

Full training and a uniform are provided and there are variety of shifts available.

To be considered for this role you must submit a written application addressing the selection criteria listed in the position description and provide a copy of your current resume.

An application package is available on the Shire's website or by contacting Rizwan Islam on 9890 0700.

Applications should be marked 'Private & Confidential – Support Worker', addressed to the undersigned.

Applications will be accepted on an ongoing basis.

The Shire of Narrogin is an equal opportunity employer.

Dale Stewart  
**Chief Executive Officer**  
Shire of Narrogin  
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[enquiries@narrogin.wa.gov.au](mailto:enquiries@narrogin.wa.gov.au)  
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# The Package

Position:	Client Support Worker
Department:	Community Services
Section:	Narrogin Regional Homecare
Position classification:	LGIA Award: Level 3
Employment type:	Part Time / Casual
Location:	Shire of Narrogin & other Local Government Districts as required.

Per annum	\$ Minimum	\$ Maximum
Salary*	49,558	49,558
Over Award Payment	Nil	3,794
Total Salary Payable	49,558	53,352
Superannuation @ 12%	5,947	6,402
Matching Superannuation @ 3%	1,487	1,601
Leave Loading 17.5% (not payable to contract or casual employees)	667	718
Vehicle Provision**	N/A	N/A
Housing Allowance	N/A	N/A
Telephone Allowance	N/A	N/A
Uniform Allowance	To be Provided	To be Provided
Gym Membership (full) (50% discount)	\$520	\$520
Rostered Day Off	N/A	N/A
TOTAL	58,379	62,793

\* The package is calculated on a full time wage of 76 per fortnight for a full year. Wages will be paid on actual hours worked.

\*\* Unrestricted Private Use (radius of 250km) from Narrogin townsite

# About Your Application

## Preparing Your Application

Your application is the first step towards securing an interview and therefore should be of the highest standard possible.

Whilst emailed applications to [enquiries@narrogin.wa.gov.au](mailto:enquiries@narrogin.wa.gov.au) is preferred, if mailing or delivering the application, it should be stapled in the top left hand corner. Note: Please do not submit applications in plastic folders or include original documents.

## Covering Letter

The cover letter is a brief letter outlining the position you are applying for and a brief description of your background and reason for applying for the position.

## Addressing Selection Criteria

If the advertisement requires you to address selection criteria, you will need to set out in a separate document entitled "Selection Criteria" and provide evidence of your ability to meet the criteria.

## Curriculum Vitae (Resume)

Your Curriculum Vitae should provide personal details (e.g., name, address, contact number) relevant work history, education, training courses attended, qualifications and professional memberships.

Relevant work history should commence with the most recent position you have held, as well as the dates/period of employment. In the description of your work history, give a brief summary of the duties and responsibilities for each of the positions.

## Qualifications

Certain positions stipulate that tertiary qualifications or specific certificates are required. As part of the application, candidates should demonstrate that the required level of education or training has been achieved. Please attach photocopies of any relevant qualifications or academic records to the application.

## Referees

You should include in your curriculum vitae the names and contact numbers of at least two (2) referees. These referees may be contacted to verify the information stated in your curriculum vitae. Preferably one referee should be your current supervisor or manager, alternatively a supervisor/manager from a previous position may be used.

***It is courteous to contact your referees for approval prior to nominating them in the application.***

## Closing Dates for Applications

Vacant positions with the Shire of Narrogin are advertised for a specific period and close at the time and dates as written in the advertisement. The closing time is the time that the applications are to be received at the Shire of Narrogin offices.

### **Late Applications Will Not Be Accepted**

Short-listing of candidates for interview by the Selection Panel may take up to two weeks after the closing date. The candidates selected for interview will be contacted by an officer from the Shire of Narrogin by telephone to organise a convenient time to conduct the interview.

### **Preparing for the Interview**

To prepare for the interview questions, re-read the Position Description focusing on the Selection Criteria. Think of workplace situations where the relevant skills and abilities have been required to be demonstrated.

Focus on the duties of the position and think about how they would be carried out. Think about the problems that might be encountered and how they could be resolved. Try to identify examples from past experience that might be similar or equivalent.

### **The Interview Process**

The interview panel will generally consist of at least three members. Interviews will follow a set format to ensure equity and fairness to each applicant and will be evaluated in the same manner.

During the interview, the interview panel members will write notes and assess the answers from the candidates in response to the structured questions, ensuring that all applicants are examined in an objective and uniform manner. If a candidate does not understand a question, they should seek clarification prior to providing a reply.

Never assume that the interview panel members know the suitability of individual candidate for the vacant position even though some applicants may have worked with them or have previous experience in the past for which they have applied.

Wherever possible, relate answers to direct experience.

### **After the Interview**

The successful applicant will be contacted by a member of the Interview Panel to verbally offer the position. The Human Resources Department will forward a written offer. All employment is subject to successfully obtaining a National Police Clearance certificate and completing a pre-employment medical and drug & alcohol test, the costs of which will be reimbursed upon commencement.

***All unsuccessful applicants will be notified in writing.***

# Working for the Shire of Narrogin

Located in a picturesque valley surrounded by woodlands, farming country and rolling hills, Narrogin is just a two-hour drive southeast of Perth and is a major service centre for the region's rich agricultural industry.

The vibrant town is home to about 5,200 residents and is the regional centre for nearby communities including Cuballing, Wickepin, Wagin, and Williams, all of which provide a feeder population of more than 10,500 people.

The town's significant infrastructure, health and education facilities and specialty retail outlets also regularly attract more than 9,000 residents from the other outlying shires of Brookton, Corrigin, Dumbleyung, Kulin, Kondinin, Lake Grace and Pingelly.

The Shire of Narrogin is an Equal Opportunity Employer that has a team-oriented and highly motivated workforce which provides quality services and facilities to residents and visitors to the Shire.

Whilst most conditions of employment are covered in the Letter of Appointment and/or Employment Contract, all other governing matters fall within the [Industrial Relations Act 1979 \(WA\)](#) and the [Minimum Conditions of Employment Act 1993 \(WA\)](#) and Council's adopted [Code of Conduct](#).

All or some of the following benefits may apply to your position at the Shire of Narrogin:

## **Local Government Career**

There are currently 138 Local Governments in Western Australia (and two Territories). Whether it be a large organisation or a small team, a career in Local Government is an opportunity to make a real difference.

## **Hours of Work**

Varies depending on the position held, most office employees work Monday to Friday, minimum 152 hours per month. Most 'outside' employees work Monday to Friday, from 6.30am to 4.00pm during the summer months and from 7.00am to 4.30pm during the winter months.

## **Rostered Day Off (RDO)**

A RDO system is in place for eligible Shire employees. One day off per month for full-time Administration, Library, Caravan Park, Narrogin Regional Homecare and Narrogin Regional Leisure Centre employees (other than Executive staff) and one day off per fortnight for employees that work in the Works and Services Division.

## **Up to 15% Superannuation (combined contribution)**

As well as the required 12% superannuation contributions the Shire is required to make on behalf of its employees, contributions made by the employee to their own Superannuation Plan will be matched by the Shire up to a maximum of 3%.

## **Annual Leave - 17.5% Leave Loading**

For employees not defined as casual, four weeks annual leave is payable after 12 months' service. Leave Loading of 17.5% is paid on annual leave for permanent staff not on contract.

### **13 Weeks' Long Service Leave**

All permanent employees of the Shire are entitled to 13 weeks long service leave after completing 10 continuous years' service in Local Government. Long service leave accruals are transferable between all local government authorities in Western Australia.

### **Personal Leave**

Personal/carers and bereavement leave is as per the National Employment Standards.

### **Employees Training and Development Opportunities**

To maximise the potential and skills of its employees, the Shire is committed to supporting employees' training and education and providing professional development opportunities to employees as appropriate and encourages senior employees' attendance at State Conferences.

### **Probationary Period**

A position may be subject to a probationary period.

### **Study Leave and Funding**

Study leave assistance may be extended at the discretion of the CEO.

### **Competitive Salary**

A competitive salary will be offered relevant to the position level within the Shire.

### **Salary Packaging**

Salary packaging is available for permanent employees (e.g., package car and/or laptop).

### **Employee Incentive Scheme**

Employees are able to participate in a reward scheme which enables employees to receive an amount not exceeding \$200 in cases where they have put forward good suggestions which have been adopted and resulted in savings and improved efficiency to the Shire.

### **Annual Performance Reviews**

All employees are entitled to an annual performance review. The reviews are linked to possible salary review and highlights training requirements for the relevant position.

### **Internal Promotion and Acting Opportunities**

The Shire encourages all employees to fulfil acting positions where available and endeavours to promote existing employees when a vacancy arises.

### **Subsidised Corporate Uniform – Office Employees**

All permanent employees are entitled to a subsidised annual allowance toward the Local Government uniform.

### **Personal Protective Equipment**

All necessary protective clothing and equipment is supplied by the Council to ensure your safety.

### **Smoke Free Working Environment**

The Shire Administration office, Depot, Library, Homecare, Narrogin Regional Leisure Centre and all workplaces including vehicles are smoke-free working environments.

## **Health and Wellbeing Programme**

Various programmes are regularly conducted for Shire employees such as Flu vaccines and sunscreen checks and full health assessments. These programmes are free to employees.

## **Vaccinations**

Vaccinations from time to time, such as COVID-19, may be compulsory under Government of WA mandates and Health Directions for certain classes of employees including environmental health officers, frontline employees that have regular and close direct contact with aged and vulnerable clients and customers. This is also due to Commonwealth funding requirements, with respect to all Narrogin Regional Homecare employees, whether permanent or casual.

In addition, in the event of a lock down or similar restrictions, all employees at the following work locations may be required to be fully vaccinated, to continue to attend work:

- Narrogin Regional Homecare
- Caravan Park
- Refuse Site
- Works Depot (Mechanical, Parks & Gardens, Construction & Maintenance, Depot Admin)
- Library
- Ranger Services
- Shire Administration Office.

Exemptions may be available through a General Practitioner, that confirms that to receive a vaccination, would compromise their health, due to an existing underlying health condition.

In limited circumstances, those that are not fully vaccinated, may receive temporary approval to work from home, on a case by case basis.

## **Equal Opportunity Employer**

The Shire's Equal Employment Opportunity goals are designed to provide an enjoyable, involving, harmonious work environment for all employees where each has the opportunity to progress to the extent of their ability.

## **Job Share and Part Time Opportunities**

The Shire supports the principle of job sharing and part time employment, with various part time positions currently occupied within the Shire.

## **Modern Office Facilities**

The Narrogin Shire Administration Office, Library, Narrogin Regional Leisure Centre, Narrogin Regional Homecare, and Works Depot Office are all modern, spacious, air-conditioned buildings.

## **Kitchen Facilities**

The Shire Administration Office and Works Depot has a modern kitchen/lunchroom for employees use.

## **Employee Corporate Functions (e.g., Farewell & Christmas Functions)**

The Shire provides an annual Christmas Function for all Elected Members, employees and their families as well as other occasional functions throughout the year.

## **Friendly Work Environment**

A great team-oriented, friendly environment makes working with the Shire an attractive employment option with great prospects / career advancement within the Shire and in local government in general.



**Work Experience Programme**

The Shire is dedicated to giving young people the opportunity to utilise the work experience programmes through their School, enabling them to work in their area of interest.

**RRR – Reduce Reuse Recycle**

The Shire of Narrogin is committed to promoting environmentally conscious development and to creating a more sustainable community.

**Gymnasium or Swimming at lunchtime – Discounted Membership**

The Shire Administration Office is located within close proximity to the Narrogin Regional Leisure Centre. A 25-metre heated pool and fully equipped gymnasium is available to all staff who wish to visit as an occasional patron or take advantage of 50% discount to membership packages at the Centre.

**Family Friendly Environment**

The Shire Administration Office is a family friendly environment and recognises the importance of a working/family life balance.

**Voluntary Employee Involvement in Community Events**

Employees are able to be involved in various events which the Shire organises and/or supports within the community.

**Close to Early Education, Schools, and the Agricultural College**

For those with children, all work locations are within close proximity to the Narrogin Regional Childcare Centre, three choices of Primary Schools, the Senior High School (to year 12) and the Agricultural College (years 10 – 12).

**Counselling Services**

The Shire offers support on a range of work-related issues. Short term counselling aims to provide local government workers, elected members and bushfire volunteers with support for a wide variety of work-related issues such as work relationships, conflicts at work and other work-related issues. To access this service an individual must be referred to LGIS by the local government by using the approved referral form, which will entitle the individual up to 6 sessions.

**Free Parking**

The Shire has free on-site parking facilities for all employees.

**Electric Vehicle Charging Stations**

Six (6) dedicated Hybrid or Electric Vehicle car parking / charging stations free for employees to park and use if based at the Administration Office.

For further information please contact the Payroll Officer on telephone 9890 0900 or email [payroll@narrogin.wa.gov.au](mailto:payroll@narrogin.wa.gov.au).

# Organisational Structure





## **Position Description**

### **Client Support Worker**

#### **1. POSITION DETAILS**

Position:	Client Support Worker
Directorate:	Corporate & Community Services
Department:	Narrogin Regional Homecare
Position classification:	Level 3
Employment type:	Part Time/Casual
Location:	Shire of Narrogin/Wheatbelt Region

#### **2. ORGANISATIONAL RELATIONSHIPS**

Responsible to:	Homecare Services Coordinator
Supervision of:	Nil
Internal and External Liaison:	
Internal	Narrogin Regional Homecare Staff Members Client Services Supervisor Client Services Officer
External	Narrogin Regional Homecare clients and their families General Public

### **3. POSITION OBJECTIVES**

- Provide homecare services to support aged people living safely within their homes and in the local community.
- Work within a team environment to ensure that services are delivered efficiently in accordance with the client's care plan.
- Deliver services within program guidelines and within the philosophy and policies of the Shire of Narrogin

### **4. KEY DUTIES / RESPONSIBILITIES**

- Provide home care services to Narrogin Regional Homecare clients.
- Ensure that the client's ethnicity, religious beliefs and culture are regarded and respected in all situations.
- Services are provided to clients that follow set instructions as so described within each clients care plan to achieve expected outcomes of meeting each individual's needs.
- Provide practical support to the clients within your scope of knowledge and skills, that encourages personal choice, positive health & wellbeing, independence and safety, both at home and in our local community.
- Assist clients with domestic tasks to maintain their capacity to be safe and well within their home.
- Actively talk and listen to clients, to enable clients to feel socially included and participating in community life.
- Assist clients to safely and independently complete tasks within our local community such as shopping, banking and personal correspondence, in accordance with Narrogin Regional Homecare policies.
- To educate and reskill clients with tasks of preparing and cooking a meal within their home.
- Support clients in daily living that help maintain appropriate standards of hygiene and grooming.
- Support clients in daily living that help ensure safe self-administration of medications.

- Provide in-home day respite opportunities to relieve the regular carer(s) as directed.
- Provide feedback about client's progresses and the appropriateness of their care plan to the relevant Coordinator on a regular basis.
- Document daily in the daily care notes and charts observations.
- Collect client fees where applicable.
- Record and submit timesheets, travel claims, and records of visits to clients in accordance with procedures outlined by coordinator.
- Complete all other documentation as required.
- Attend staff meetings and training as directed by the coordinator.
- Assist with cleaning vehicles at Jessie House as required.
- Assist with the cleaning tasks at Jessie House as required.
- Report identified hazards that may pose a risk to employees or clients or the public.
- Demonstrate actions in keeping with our adopted Values, Council Policies, Executive Instructions, and Code of Conduct and the highest principles of ethics and integrity.
- Other duties as required.

## **5. SELECTION CRITERIA**

### **Qualifications:**

- Certificate III in Home and Community Care or equivalent (desirable)
- Current WA C-Class Driver's License
- First Aid Certificate or willingness to obtain

### **Experience:**

- Experience working with aged people living in the local community
- Awareness of ethical issues relating to confidentiality or information

**Skills:**

- Excellent communication and interpersonal skills
- Effective time management skills
- Demonstrated ability to work in a team environment
- Demonstrated ability to work unsupervised

**Knowledge:**

- Awareness of issues relating to aged people
- Understanding and awareness of Work Health and Safety, Manual Handling Principles and Duty of Care (desirable)
- Understanding and awareness of the Aged Care Quality Standards

**6. EXTENT OF AUTHORITY**

- Free to act within established guidelines and may exercise judgement in some circumstances. Contributes to the team decision making process.

**7. WHS REQUIREMENTS**

- Follow all Work, Health and Safety guidelines, policies and procedures.
- Ensure own safety and avoid adversely affecting the safety and health of any other person through any act or omission at work.
- Undertake risk assessment, hazard identification and control and conduct accident/incident/near misses investigation and documentation as directed.



Shire of  
**Narrogin**  
*Love the life*

89 Earl Street, Narrogin

**Correspondence to:**

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