

Community Support Worker Job Description

A comprehensive job description template
for Australian health and care businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and community services industry practices at the time of publication. You should review and tailor this template to suit your business, service type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Community Support Worker / Community Care Worker / Community Services Worker

1.2 Position Summary

The Community Support Worker provides person-centred support to people living in the community, helping them maintain independence, participate in community life and achieve their personal goals. This role involves delivering community-based services including social support, transport assistance, daily living support and facilitating access to community resources and activities.

The position requires excellent interpersonal skills, cultural sensitivity and a commitment to promoting social inclusion and independent living. Community Support Workers work with diverse client groups including elderly people, people with disabilities, people from culturally diverse backgrounds and people experiencing social isolation.

1.3 Reporting Structure

This position reports to:

- Team Leader / Senior Support Worker
- Service Coordinator / Program Coordinator
- Community Services Manager / Operations Manager

1.4 Employment Type

This position is available as:

- Casual (variable shifts based on client and program needs)
- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Social Support and Community Participation

- Facilitate client participation in community activities and events
- Accompany clients to social groups, recreational programs and outings
- Support clients to develop and maintain social connections
- Organise and facilitate group activities and programs
- Promote community inclusion and reduce social isolation
- Connect clients with community resources and services
- Encourage participation in hobbies and interests

2.2 Transport and Mobility Support

- Provide transport to appointments, shopping and activities
- Drive clients safely in organisation or personal vehicle
- Accompany clients on public transport
- Assist with walking and mobility in community settings
- Support clients to access community facilities
- Plan safe and efficient travel routes
- Follow vehicle safety and maintenance procedures

2.3 Independent Living Skills Development

- Support development of daily living skills
- Teach budgeting, money management and banking skills
- Assist with understanding bills and financial documents
- Support meal planning, shopping and cooking skills
- Help develop time management and organisational skills
- Encourage problem-solving and decision-making
- Support clients to self-advocate and communicate needs

2.4 Domestic and Personal Assistance

- Assist with light domestic tasks including cleaning and laundry
- Support with shopping and meal preparation
- Help maintain safe and comfortable home environment
- Assist with personal care when required and trained
- Support with medication management as per care plan
- Accompany clients to medical and allied health appointments
- Provide respite support for families and carers

2.5 Advocacy and Service Coordination

- Advocate for client rights, needs and preferences
- Support clients to access services and entitlements
- Liaise with health professionals and service providers
- Help clients understand and navigate service systems
- Support clients with completing forms and applications
- Facilitate communication between clients and services
- Promote client choice, control and independence

2.6 Documentation and Reporting

- Maintain accurate client records and progress notes
- Document services provided and client progress
- Complete incident and accident reports promptly
- Contribute to support plan reviews and updates
- Track service delivery for funding body requirements
- Communicate with team members and coordinators
- Maintain confidentiality of client information

2.7 Client Wellbeing and Safety

- Monitor client physical and emotional wellbeing
- Observe and report changes in client circumstances
- Respond appropriately to emergency situations
- Follow risk management and safety procedures
- Support clients experiencing distress or crisis
- Maintain professional boundaries
- Follow safeguarding procedures to prevent harm

3. Required Skills and Attributes

3.1 Essential Skills

Interpersonal and Communication Skills

Excellent verbal and non-verbal communication. Ability to build rapport with diverse clients. Active listening skills. Cultural sensitivity and awareness. Professional communication with service providers and families. Ability to communicate with people with various communication needs.

Community Knowledge and Networking

Knowledge of local community services and resources. Understanding of service systems and referral pathways. Ability to connect clients with appropriate supports. Awareness of community activities and opportunities. Understanding of transport options and accessibility.

Support and Facilitation Skills

Person-centred support approach. Ability to facilitate group activities. Skills in teaching and coaching life skills. Understanding of goal setting and achievement. Conflict resolution abilities. Crisis intervention skills.

Driving and Practical Skills

Safe driving skills and current licence. Navigation and route planning. Time management and punctuality. Organisational skills for coordinating multiple appointments. Basic first aid and emergency response skills.

3.2 Personal Attributes

- Friendly, approachable and non-judgmental demeanour
- Professional appearance and presentation
- Reliability and punctuality for all appointments

- Flexibility to work varied hours and locations
- Positive, enthusiastic attitude
- Empathy and patience
- Initiative and problem-solving abilities
- Cultural awareness and inclusivity
- Commitment to continuous learning
- Strong work ethic and integrity

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Certificate III in Community Services or Individual Support (or equivalent)
- Current driver's licence (full, unrestricted)
- Comprehensive motor vehicle insurance
- Current First Aid and CPR certificate
- National Police Check (within last 12 months)
- NDIS Worker Screening Check (if working with NDIS clients)
- Eligibility to work in Australia
- Ability to work flexible hours including weekends

4.2 Desirable Qualifications

- Certificate IV in Community Services
- Mental health first aid certificate
- Manual handling training
- Dementia awareness training
- Cultural awareness training
- Additional language skills
- Previous experience in community services or support work

4.3 Experience

Previous experience in community services, social support or related fields is highly valued. Entry-level positions are available for recent graduates with appropriate qualifications and commitment to community service. Experienced workers should demonstrate understanding of community resources, person-centred support principles and ability to work independently with diverse client groups.

5. Working Conditions

5.1 Hours of Work

- Varied shifts including morning, afternoon and weekend work
- Regular weekend work for community activities
- Shift lengths from 2 hours to full day depending on activities
- Travel time between client locations and activities
- Roster provided in advance where possible
- Some evening work for social activities

5.2 Physical Requirements

- Ability to drive for extended periods
- Physical capability to walk and stand during outings
- Ability to assist clients with mobility when needed
- Comfortable with indoor and outdoor activities
- Good vision and hearing for driving and client support
- Physical stamina for active community work

5.3 Work Environment

- Work in various community settings and client homes
- Extensive travel between locations throughout shift
- Indoor and outdoor environments in all weather conditions
- Community centres, shopping centres and public venues
- Work independently or as part of team depending on activities
- Use of own or organisation vehicle

5.4 Uniform and Presentation

- Casual professional attire or uniform as required
- Comfortable footwear suitable for walking and activities
- Neat and professional appearance
- Weather-appropriate clothing for outdoor activities
- Name badge or ID to be worn
- Sun protection for outdoor activities

6. Award Information

6.1 Modern Award Coverage

This position is covered by the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS Award - MA000100). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in community services.

6.2 Classification Level

Community Support Workers are generally classified under the award as:

- Level 2: Community support worker providing direct support
- Level 3: Community support worker with Certificate III qualification
- Level 4: Experienced worker with advanced skills or specialised duties

The specific classification level will be determined based on qualifications, experience and duties performed.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates and allowances for:

- Evening work (after 8pm): Additional loading
- Saturday: 150% of base rate
- Sunday: 175% of base rate
- Public holidays: 250% of base rate
- Vehicle allowance when using personal vehicle for work
- Meal allowances for extended shifts

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the SCHADS Award for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all clients, families and colleagues with respect and dignity
- Maintain strict confidentiality of client information
- Follow all organisational policies, procedures and service standards
- Comply with community services standards and codes of conduct
- Arrive on time for all scheduled appointments
- Notify management immediately if unable to attend shift

7.2 Support Standards

- Provide person-centred support that respects client goals
- Promote client choice, control and independence
- Follow individual support plans accurately
- Uphold client rights and dignity at all times
- Support social inclusion and community participation
- Respond to changing needs with flexibility and creativity

7.3 Safety and Quality

- Follow all safety procedures and risk management strategies
- Drive safely and follow road rules at all times
- Report all incidents, accidents and concerns immediately
- Maintain safe environment for clients
- Use equipment safely and correctly
- Participate in quality improvement activities

7.4 Teamwork Expectations

- Communicate effectively with team members and coordinators
- Share relevant information about client support
- Participate in team meetings and professional development
- Support colleagues and collaborate effectively
- Accept feedback constructively
- Contribute to positive team culture

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining relevant experience and motivation for community support
- Copies of qualifications (Certificate III, First Aid, etc.)
- Copy of driver's licence and vehicle insurance
- Contact details for two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview
- In-person or video interview
- Scenario-based assessment
- Reference checks
- National Police Check and worker screening
- Driver record check

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the service.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____