

# Field Officer (CQ Home Assist)

## POSITION DESCRIPTION



<b>Position Number:</b>	1509
<b>Department:</b>	Communities and Lifestyle
<b>Section:</b>	Communities and Culture
<b>Unit:</b>	Home Assist Secure
<b>Position Status:</b>	Fixed Term Part Time
<b>Classification:</b>	Level 2 – Rockhampton Regional Council Certified Agreement 2022 – Internal Employees
<b>Reports To:</b>	Supervisor Home Assist
<b>Revised:</b>	June 2025

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### General Position Statement

This position supports Council's direction by promoting and providing Home Assist Secure services in a professional, efficient and confidential manner ensuring the development of good working relationships with all staff and the public.

Performance standards and expectations relating to this position will be detailed in the individual performance plan.

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### Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Provision of Home Assist Secure Services in accordance with program guidelines, policies and procedures including interviews with new clients, home safety advice, and other assessments for required minor home maintenance and minor home modifications.
- Receive and account for payments from clients.
- Undertake minor home maintenance and modifications in accordance with program specifications and relevant building codes and standards including but not limited to:
- Minor home modifications such as grab rails, hand rails, key safes, ramps, chair raisers, half steps, hand held shower.
- Minor home maintenance such as door & window locks, door reversals, step repairs, light bulb replacement, smoke alarm installation and replacement.
- Act as a first point of contact for customers when on site.
- Complete daily work management requirements, reporting and recording including client job sheets and field officer daily planners.
- Day to day planning and implementation of works, organising materials, reporting problems to the Supervisor.
- Contribute to the planning and design of maintenance projects including composition of diagrams for hand rails, ramps and other fabrications.
- Work autonomously demonstrating sound judgement, initiative and problem solving skills.

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- Perform risk assessments, vehicle hazard inspections and prestart checks.
- Monitor and maintain stock levels to ensure that business needs can be met at all times.
- Assist other Home Assist Officers where required.
- Refer matters that may impact upon the business, Council and employees to the relevant Team Leader, Supervisor/Curator, Coordinator or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

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### Position Requirements

Your suitability for this role will be assessed against the following competencies.

#### Skills/Competencies

- Demonstrated practical building and/or handyperson experience with technical knowledge relating to home maintenance.
- Good knowledge of building construction codes, standards, practices and materials.
- Understanding of work procedures relevant to the work area.
- Knowledge and understanding of the workplace health and safety requirements and procedures, including risk assessment.
- Ability to contribute to a positive safety culture.
- Demonstrated knowledge of small machines and tools including maintenance and servicing requirements.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Manage Risk – Ability to identify, understand and manage risks so that work can be delivered safely and to required standard.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.
- Ability to effectively operate Council's computer systems including the MS Office Suite and Riskware.

#### Qualifications

- Qualifications relevant to the duties of the position and/or demonstrated experience relevant to the position, preferably in home maintenance and residential construction fields.

#### Desirable Qualifications

- Trade Qualification in Carpentry (or related discipline).
- First Aid Certificate.

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### Behaviours

- *Customer Service* – Ensure that you are focused on our customer/s when carrying out your responsibilities.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Ensure that your behaviour is aligned with the Code of Conduct.
- *Council Values* – Ensure that your behaviour is aligned with the values statement adopted by Council: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development*.

### Work Environment and Physical Demands

- This position is an outdoor/indoor role and will require the employee to carry out physical tasks which may include manual handling of up to 20kg, repetitive bending, kneeling, twisting and/or squatting.

### Additional Requirements

- Ability to work in an office and home maintenance environment.
- Ability to work with vulnerable members of the community.
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- A willingness to undertake a Functional Capacity Evaluation to satisfy the inherent physical requirements of the position.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).
- Ability to be immunised against Hepatitis A&B and Tetanus.

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## Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

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## Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

<b>Authorised By:</b>	Manager
<b>Signature:</b>	
<b>Date:</b>	
<b>Employee Name:</b>	
<b>Signature:</b>	