



Support Worker – Domestic Assistance Position Description

ALL CALVARY SERVICES

Version: 1

Position Title:	Support Worker - Domestic Assistance		
Position Number:	TBC	Cost Centre:	Various
Site/Facility:	Calvary Community Care - Service Centres		
Department:	Operations		
Enterprise Agreement	Support Workers Enterprise Agreement 2022		
Classification:	Enterprise Agreement – Levels 1/2		
Reports To:	Community Engagement Coordinator/Service Coordinator		
Date of Preparation:	March 2016	Date Updated:	

Primary Purpose

The Domestic Assistant provides a range of housekeeping services including cleaning, laundry, meal preparation, shopping and assisting with bill paying to our clients in a designated geographical area allowing them to remain living independently in their own homes.

Organisational Environment

At LCM Health Care our vision as a Catholic Health, Community and Aged Care provider, to excel, and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve. Our services include public and private hospital care, acute and sub-acute care, community care and retirement and aged care services, in both rural and metropolitan areas.

As a stream of LCM Health Care, Calvary Community Care is a leading community care provider operating across Australia excluding QLD and WA. With more than 2,000 employees across 19 sites, Calvary Community Care provides a diverse range of community care services including domestic assistance, respite, personal and aged care.

Accountabilities and Key Result Areas

People and Culture:

- Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
- Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary's values of healing, hospitality, stewardship and respect.
- Respect individual client choice in the delivery of care

Service Development & Innovation:

- Ensure that client support is consistent with Calvary Community Care's service delivery model.
- Liaise with service centre employees to ensure client needs are attended to in an effective and efficient manner whilst providing accurate, up-to-date information and practical support to clients.

- Complete list of domestic duties, transport and social support as agreed and chosen by the client within the timeframe allocated. (These duties can range from laundry duties, changing sheets, vacuuming, cleaning floors, dusting surfaces, cleaning benchtops, food preparation and cleaning wet areas and taking client shopping)
- Identify opportunities to provide additional support services

Wise Stewardship

- Provide a high level of customer service by demonstrating timeliness, reliability and attention to detail.
- Respect and respond to the individual needs and preferences of the client, according to company policies and procedures.
- Understand and demonstrate safe work practices and adhere to company policies and procedures
- Follow the company policy and procedures regarding quality.
- Contribute and participate in continuous improvement initiatives within the organisation.

Community Engagement:

- Represent Calvary Community Care in a professional manner
- Act as a brand ambassador

WH&S Responsibilities:

- Take reasonable care of your own health and safety and the health and safety of others in the workplace;
- Comply with relevant Calvary WHS policies, procedures, work instructions and requests;
- Report to your supervisor any incident or unsafe conditions which come to your attention;
Observe any additional requirements as outlined in Calvary’s WHS Responsibilities, Authority and Accountability Table (published on Calvary Intranet)

Key Relationships

Internal:	<ul style="list-style-type: none"> • Community Engagement Coordinator • Service Coordinator • Client Services Officer • Care Coordinator • Case Manager • Area Manager
External:	<ul style="list-style-type: none"> • Clients, families and related professionals/agencies.

Position Impact

Direct Reports:	<ul style="list-style-type: none"> • n/a
Budget:	<ul style="list-style-type: none"> • n/a
Competencies:	<ul style="list-style-type: none"> • Conflict Resolution • Customer Focus • Team Work • Judgement and Problem Solving • Time Management • Technical Learning • Results Orientation • Initiative • Flexible and Adaptable • Listening and Communication

Selection Criteria

- Commitment to the company's philosophy of providing responsive, flexible and customer focused services, and the mission and values of Little Company of Mary Health Care – hospitality, healing, stewardship and respect.
- Housekeeping experience, with minimum 1 years' experience working as a cleaner with strong client services skills.
- Experience in laundry and meal preparation for clients.
- Current First Aid and CPR Certificate
- Experience working in a health/aged care environment will be highly regarded
- Experience and an understanding in providing a person-centred approach to care for clients
- Ability to communicate effectively a diverse range of stakeholders both internally and externally including clients and their families.
- Demonstrated attention to detail.
- Demonstrated time management, reliability and punctuality
- Demonstrated knowledge of workplace health and safety regulations, practices and relevant standards
- A current and valid Australian Drivers Licence and reliable motor vehicle with comprehensive insurance

Approvals

Job Holder's signature:

Date:

Manager's signature:

Date: