

Uniting AgeWell Position Description

Position Information

Position Title:	Home Care Domestic Support	
Division/Department:	As per employment contract	
Reporting to:	Program Manager	
Enterprise/Individual Agreement:	As per employment contract	
Classification/Grade:	As per employment contract	
Location:	As per employment contract	
Employment Status:	As per employment contract	
Resource Management	Direct Reports: N/A	Indirect reports: N/A
Key Relationships:	Internal: <ul style="list-style-type: none"> • Care Organisor • Care Advisor • UA staff • Nursing and other community care staff • Clients and their representatives. • Volunteers • Therapy and ancillary staff 	External: <ul style="list-style-type: none"> • Other Health Professionals
Position Specific Credentials, Qualifications & Experience	<ul style="list-style-type: none"> • Understanding of client directed care • Prior work experience in the Community Aged Care sector • A satisfactory National Criminal Police Record Check (PRC) is required prior to commencement • Working With Children Check (VIC) or Registration to work with Vulnerable People (TAS) • Driver’s License (if required) • An obligation to have an annual vaccination(s) as per our vaccination policy • Capacity and willingness to travel throughout Victoria and Tasmania as required 	



Uniting AgeWell

As an organisation of the Uniting Church in Australia, Uniting AgeWell has a long and proud history of providing residential and community services for older Australians across Victoria and Tasmania. Through a diverse range of integrated service options, we aim to provide our customers with continuity of care, enabling them to live well with choice and peace of mind. Services include independent retirement living, home care, social support, allied health and therapy programs, respite and carer support and residential care communities.

Our Vision

A national leader, creating thriving and inclusive communities where innovative, high quality aged care services are delivered with respect and kindness.

Our Purpose

Uniting AgeWell strives to create and deliver innovative, high quality and accessible services to people through their ageing journey. In doing this, we address the physical, cognitive, emotional, social and spiritual wellbeing of those to whom we provide care and support.

We build our services from a foundation of research, education, partnership and respect, enabling us to better understand the needs and aspirations of our customers and their families and friends.

We celebrate and value the diversity of our communities, staff and volunteers.

Our Workplace Culture and Values

At Uniting AgeWell we provide a workplace culture based on the **BEST** philosophy – **Believe, Excel, Support** and **Trust** – underpinned by **our values of Kindness, Respect, Integrity, Innovation and Inclusion**, and our Customer Service Charter and Promise to shape and inform all that we do.

More information can be found on the Uniting AgeWell website www.unitingagewell.org

Position Purpose

In accordance with clients' service plans, you will ensure that client's rights, cultural, spiritual and other individual needs are incorporated in all aspects of care and daily living:

- Provide domestic assistance duties including cleaning and laundry
- Provide effective support to clients, recognize changes in clients' conditions and escalate observations and concerns in accordance with UA processes
- Promote and participate in quality activities, and provide outstanding customer service maintaining friendly, supportive and professional relationships with clients, their relatives and friends
- Support colleagues by sharing knowledge and expertise

You will play an active role with the UA team, participating in building a community based culture that fosters a spirit of the **BEST** way of life, supporting our people to be their best, give their best and help our community to live their best.



All roles are linked to the Uniting AgeWell strategy and are fundamental in achieving its vision and purpose.
Strategic Priority 1: Our customers are at the heart of everything we do
Strategic Priority 2: We are an employer of choice
Strategic Priority 3: We are sustainable
Strategic Priority 4: We are proudly an expression of the Uniting Church
Strategic Priority 5: We are a learning organisation



Key Responsibilities and Measures

Key Responsibilities	Measures and Outcomes to be Achieved
<p>Client Care</p> <p>In consultation with the Care Advisor and/ or Care Organiser, ensure client’s rights, cultural, spiritual and other individual needs are incorporated in all aspects of care and daily living.</p> <ul style="list-style-type: none"> • To assist clients with activities to maintain a clean, tidy and safe physical environment • To provide social support and transport services, where required • To participate in the monitoring of the quality and appropriateness of equipment and other products used for clients • To ensure that the clients clothing and other personal items are maintained safely and in good order 	<ul style="list-style-type: none"> • High quality client care and documentation is delivered in accordance with professional and legal requirements and organisational policies, and clients and / or their representatives contribute to planning and evaluating care outcomes. • The home environment is clean, safe and all equipment is appropriate for use and maintained to good order. • To identify and report maintenance issues and other issues of concern regarding the cleanliness, safety and security of the environment and equipment.
<p>Person Centered care</p> <p>Working collaboratively within a multi-disciplinary team and with our staff and customers to provide an environment that supports peoples’ physical, emotional, social and psychological needs.</p> <ul style="list-style-type: none"> • Engage in communication with customers and their families to understand and evaluate the customer experience at UA • Promote person centred and directed care through the activities and education run through the Quality Unit • Escalate any observations or concerns regarding the residents/clients health, safety and well-being appropriately and in a timely manner. • Capacity to work effectively with all parts of the organisation including senior managers, care managers, team leaders and staff in implementing change and managing critical incidents • Good communication, problem solving, influencing and negotiation skills, including the capacity to facilitate resolutions of complaints 	<ul style="list-style-type: none"> • Person Centred Care is delivered within the scope of the Home Care Domestic Support role including but not limited to assisted daily living activities and domestic services in accordance with their service plan that supports the client’s individual needs and lifestyle preferences • Any change of request outside of the current care or service is escalated to the Care Advisor and/ or Care Organiser for review and recorded within residents notes including any changes or concerns as soon as practicable (within shift) • Client consent is obtained (verbally) each time
<p>Customer Experience</p> <p>At Uniting AgeWell, the quality of life and experience of our customers is at the heart of everything we do. We are committed to the provision of excellent customer service to all of our people, clients and stakeholders including residents and external suppliers, this is outlined in our Customer Promise, Customer Charter, the UA values and BEST philosophy.</p>	<ul style="list-style-type: none"> • Residents and clients are treated with respect and dignity • Clients and residents are receiving person – centred and goal directed care in accordance with care plans • Resident and client service satisfaction surveys within agreed targets • Issues/complaints are resolved in a timely manner and escalated for further action where required



<p>Employee Experience</p> <p>Leading and supporting each other to be their BEST, give their BEST and help our community live their BEST</p> <p>To adhere to the BEST way of life in our daily work practices</p> <p>Believe we can make a difference everyday</p> <ul style="list-style-type: none"> Be committed to making a difference to the people we support and our community <p>Excel by improving the way we work and partner with others to share & gain wisdom</p> <ul style="list-style-type: none"> To excel by partnering and providing guidance to our people around quality, safe and sustainable work practices and improving the way we do things Participate in learning and development aligned with our BEST, Values and Customer Promise and Charter <p>Supporting our people and valuing their contribution, experience and differences</p> <ul style="list-style-type: none"> Support each other to adhere to the BEST way of life <p>Trusting in our relationships to build strong and collaborative partnerships</p> <ul style="list-style-type: none"> To create a workplace culture of trust 	<ul style="list-style-type: none"> The BEST way of life is evident in the individual's daily contribution in the work place. Improvement in service delivery for residents and clients Audits and accreditation are met and our people are adhering to policies, procedures and safe work practices Cohesive and supportive team cultures is embedded A commitment to diversity and inclusion and living the UA values Promote a culture of continuous learning All mandatory training of individual and staff is completed within the required time frames, as determined by executive and site management The BEST way of life is evident in the way we practise our learnings and support and mentor others. Support others by sharing learnings demonstrating and implementing best practise
<p>Health and Safety</p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace Present at work fit for the physical and mental demands of your role. Take reasonable care for your own safety, the safety of your employees, colleagues and clients To attend and support staff meetings and staff training programs 	<ul style="list-style-type: none"> To remain current in principles of infection control, to practice standard infection control precautions and any special organisational requirements to ensure compliance with food handling regulations Adhere to Uniting AgeWell OHS policies, protocols and safe work procedures Ensure all hazards, incidents and injuries are reported in Riskman within the required timeframe Mandatory training completed within organisational determined timeframe and as directed by the site RSM
<p>Quality, Compliance & Risk Management</p> <p>Uniting AgeWell strives to provide the highest quality care for each and every customer. For the purpose of UA's framework, high quality care is defined as care that is 'Responsive, Integrated, Safe and Effective' (RISE)</p> <ul style="list-style-type: none"> To maintain an understanding of the Aged Care Quality Standards; to seek opportunities for continuous improvement; and to participate in internal audits, customer satisfaction surveys and other quality improvement activities To identify and report high impact- high prevalence clinical risks, ensuring that customer choice is considered and they are informed and 	<ul style="list-style-type: none"> Compliance with the Aged Care Quality Standards and legal obligations To adhere to the policies and procedures of the organisation To participate in audits/quality reviews as required or as directed Care and services provided are designed and delivered to minimise risk



supported in choice and decisions. <ul style="list-style-type: none">To work within the Clinical Governance Framework, as applicable	
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Other Duties & Requirements of the Position

Other Duties	<ul style="list-style-type: none">Other reasonable duties as requested from time to time, completed effectively and within given time frames.
Requirements	<ul style="list-style-type: none">Capacity and willingness to work within the ethos of the Uniting Church in AustraliaDignity, Privacy and Confidentiality: To ensure that the personal dignity and privacy of all residents / clients, their representatives and other staff are maintained, and that all interactions with resident/clients and their representatives are treated confidentiallyProfessional Boundaries are to be adhered to at all timesWork in accordance with the UA Code of Conduct, all UA workplace policies and guidelines, our BEST philosophy, UA Values and our Customer Promise and Charter to understand and deliver the philosophy of care of UA as expressed in the organisation's Objectives, Vision, and Values.Responsible for checking their electronic correspondence including but not limited to email, system specific to ensure they are up to date with any changes.

Employee Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Priorities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____

Date: _____

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
	May 22	Developed by P&C Reviewed by Recruitment – P&C