

Employee Position Description

Key Position Information		
Job Title Domestic Cleaning Assistant	Reports To [Position Title] Disability Practice Leaders	
Department Name Disability Services	Department Code	Cost Centre
Work Area [Shared Services, Operations]	Work Area Code	Initial Work Location
Enterprise Agreement [EA] <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Name of Enterprise Agreement Jewish Care EBA	Classification [per EA] Home Care Level 2
Incumbent	Job Description <input checked="" type="checkbox"/> Updated <input type="checkbox"/> New	Date Effective October 2019

Primary Purpose of Job
To provide a range of high quality home cleaning and domestic services for people living with a disability to enhance and maintain the client's independence and quality of life.

Dimensions			
Direct Reports 0	Indirect Reports 0	Budget Financial Responsibility	Delegated Financial Authority

Role Balance		
People – 10%	Scheduling – 15%	Technical – 75%

Key Result Area (KRA)	Key Accountabilities and Responsibilities <i>Accountable = "The buck stops here" Responsible = "The doer"</i>
Jewish Care Values	<ul style="list-style-type: none"> Acts consistently in accordance with Jewish Care values, challenge practices inconsistent with these values, and uses the values as a basis for managing relationships and decision making Adheres to the organisation's practice and behavioral guidelines in relation to the appropriate treatment of children Jewish Care proudly celebrates and warmly welcomes the rich diversity of our community and strives to be inclusive for all, including the LGBTI+ community. All staff are required to act in accordance with our Position Statement on LGBTI+ Inclusion and report any and all breaches of cultural safety. Adhere to the organisation's Code of Conduct Report to management any suspicions, concerns, allegations, or disclosures of abuse in any form
Client Service	<ul style="list-style-type: none"> Undertake domestic tasks including but not limited to general cleaning, vacuuming, dusting, washing and ironing, cleaning refrigerators, emptying and cleaning bins Be responsible for taking immediate action in an emergency to ensure the safety of clients, themselves and the community; Develop an effective, positive and respectful working relationship with clients respecting their cultural values and beliefs; Be aware of and follow infection control guidelines;

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	<ul style="list-style-type: none"> • Maintain knowledge and skills relevant to position through participation in staff development programs. This includes mandatory training, organizational orientation, OH&S and fire safety as well as professional updates as they occur; • Represent Jewish Care in a professional manner at all times; • Maintain client confidentiality and privacy at all times; • Maintain, record and submit times sheets relating to service hours and work related travel; • Following risk reporting guidelines including completing documentation and reporting any incidents to your supervisor
Corporate Accountabilities and Responsibilities	
Team Member	<ul style="list-style-type: none"> • Perform work safely and complete tasks on time, and in accordance with expectations • Work in a collaborative manner in activities that impact others • Initiate performance reviews with manager • Develop career goals and initiate career conversations with next up manager • Take responsibility for self-development by actively gaining knowledge relevant to contemporary aged care research and practice • Understanding of (or willingness to learn) the specific requirements of the needs of a Jewish not- for-profit organization. • Attendance at in service education programs as required
OHS	<ul style="list-style-type: none"> • Maintain a duty of care at all times; ensure that work practices and behaviour is not harmful to others • To protect own health and safety and that of others whilst at the workplace • Comply with Jewish Care Victoria's OH&S policies and processes
Key Performance Indicators	<ul style="list-style-type: none"> • Service delivery is provided in accordance with support plans and in line with service and policy procedures • Timely reporting of client concerns and any issues • Development of effective relationships with clients and their family members, carers' and support workers • Compliance with Jewish Care values, policies and procedures
Key Relationships	
Internal	<ul style="list-style-type: none"> • Jewish Care Practice Leaders and relevant Disability Support Services staff • Jewish Care staff in relevant departments
External	<ul style="list-style-type: none"> • Jewish Care clients and families
Values	
Commitment to Jewish Care values and philosophy, and capacity to engage with the broader community in demonstrating these values:	
Derech Eretz: Respect	Through client services and program excellence, we treat everyone with consideration and decency and will always act for the good of society.
Kehilla: Community	Working together to strengthen our community, to build and support the capacity and resilience of individuals and families.
Hachlala: Inclusion	We embrace diversity and work together for a just and equitable society.
Achrayoot Chevratit: Social Responsibility	Behaving ethically, with sensitivity and acting in the best interests of all.

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Role Required Capabilities	
Skills	<ul style="list-style-type: none"> • Ability to work with a diverse ranges of clients • Experience in performing a range of household cleaning tasks • Ability to prioritise time and organise work to meet time-frames • Ability to read and write English • A commitment to reliable and punctual work obligations • Driver's License and access to a car during work hours
Knowledge & Qualifications	<ul style="list-style-type: none"> • Ability to respond appropriately to an emergency situation • Understanding of the principles of excellent customer service
Experience	<ul style="list-style-type: none"> • Demonstrated experience working in a similar role and environment • Ideally previous experience working with people living with a disability
Wisdom	<ul style="list-style-type: none"> • Providing excellence in support and care at all times; • To provide customer focused service underpinned by the principle of Choice, Accessibility, Partnership, Independence, Evidence Based, Advocacy and Diversity
Valuing	<ul style="list-style-type: none"> • Understanding of (or willingness to learn) the specific requirements of the needs of a Jewish not- for-profit organization. • Attendance at in service education programs as required.
Pre-Requisites	<ul style="list-style-type: none"> • Australian Police Check • International Police Check (where relevant) • Working with Children Check (mandatory) • NDIS Disability Worker Check (mandatory) • Commitment to providing professional and safe services to all residents and clients, including children and young people • Commitment to creating an environment to ensure our clients are safe and free of abuse, neglect, violence and preventable injury • Unrestricted right to work in Australia (Visa evidence required)

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Employee Acknowledgement

Please sign and date to acknowledge you have read and understood this position description.

Name:

Signature:

Date:

**A signed copy of the position description must be returned to:
People & Development at 619 St Kilda Road, Melbourne VIC 3004 or HR@jewishcare.org.au**



Jewish Care proudly celebrates and warmly welcomes the rich diversity of our community and strives to be inclusive for all, including the LGBTI+ community.



Jewish Care acknowledges Aboriginal and Torres Strait Islanders as the Traditional Custodians of the land on which we live and work. Our services and supports are provided on the lands of the Wurundjeri and Boonwurrung people, and we deeply respect and honour their ongoing cultural and spiritual connection to land, waters and community



Jewish Care is an accredited Safeguarding Children organisation. The welfare and safety of all children and young people is a priority.