Position Description

Position Title	Personal Care Worker
Industrial Agreement	Anglican Aged Care Group T/A Benetas, Community Health and Care and Associated Services ANMF, HSU, ASU & VAHPA Enterprise Agreement 2023 – 2025
Business Unit	Community Health Care
Reporting Manager	Reports to: Senior Workforce Coordinator Direct Reports: Nil

Organisational Commitment and Role Alignment

Together, our employees make a positive difference for older Victorians through retirement living, home care, respite and residential aged care services. As a respected not-for-profit organisation with over 75 years of experience, we're known for our kindness and investment in people and services.

Across many different and interesting roles, we support our people to build meaningful connections and make a real impact by delivering exceptional, person-centred care. Live your best work/life in an inclusive, people-centred environment, where our values are deeply lived, your safety and well-being are a priority, and your contribution is celebrated. Feel uplifted by our supportive and respectful culture, where purposeful work connects us and everything we do.

The Aged Care Act 2024 (The Act) aims to empower and improve the lives of older people accessing aged care services in their home, the community or residential aged care. As a provider under the Act, and as an Aged Care Worker, we all have obligations to support older people and uphold their rights when delivering safe, quality aged care.

Purpose of Position

The Personal Care Worker (Cleaning / Domestic Support) plays an important role in supporting clients to maintain a safe, clean, and comfortable living environment within Benetas community settings. The role is responsible for providing domestic assistance services, including cleaning and household tasks, in line with agreed service plans and client preferences.

This position supports client wellbeing, independence, and dignity by ensuring living spaces are hygienic, organised, and conducive to safe daily living. The role requires reliability, respect, and a client-centred approach, with sensitivity to individual needs, cultural values, and personal boundaries.

Working under the guidance of Care Partners or designated supervisors, the Personal Care Worker contributes to high-quality service delivery that aligns with Benetas' values, the Aged Care Quality Standards, and all relevant health,

safety, and infection control requirements.

Key Accountabilities

Domestic Support & Service Delivery

- Provide domestic cleaning services in clients' homes in accordance with agreed service plans, ensuring environments are clean, safe, and comfortable.
- Undertake household tasks such as cleaning, laundry, and basic household maintenance within the scope of the role.
- Deliver services in a way that promotes client dignity, choice, independence, and wellbeing.
- Respect clients' homes, privacy, cultural values, and personal preferences at all times.

Person-Centred Care & Client Experience

- Apply a person-centred approach by actively listening to clients and tailoring services to their individual needs and preferences.
- Support clients to remain independent in their own homes by enabling, rather than replacing, their capabilities where appropriate.
- Build respectful and professional relationships with clients, families, and carers.
- Identify and report any changes in a client's environment or wellbeing to the appropriate Care Partner or supervisor.

Quality, Safety & Compliance (Aged Care Reform 2024)

- Deliver services in line with the Strengthened Aged Care Quality Standards and Benetas policies and procedures.
- Follow infection prevention and control practices, including safe handling and use of cleaning products and Manual Handling , OHS and Code of conduct, policy, procedures and processes.
- Comply with work health and safety requirements to ensure the safety of clients, visitors, and self.
- Accurately record service delivery and report hazards, incidents, Client Deterioration or risks in a timely manner
- Use of provided equipment such as Safety Surge Protectors and PPE where required.

Scope of Role & Professional Practice

- Operate strictly within the scope of domestic support duties and do not undertake personal or clinical care tasks.
- Work under the guidance and direction of Care Partners or designated supervisors.
- Seek clarification or escalate concerns where tasks requested fall outside the agreed scope of services.
- Participate in mandatory training and continuous improvement activities relevant to domestic support services.

Collaboration & Communication

- Communicate effectively with clients, families, and the care team to support continuity and quality of services.
- Strong Communication skills and critical thinking as PCWs may be the only staff member with the individual/residents during a shift.
- Provide timely updates on service delivery, issues, or barriers impacting scheduled support.
- Contribute to a positive, respectful, and inclusive service culture aligned with Benetas values.
- Maintain confidentiality and handle information in accordance with privacy legislation and policy.
- PCWs must update digital systems (TechOne/Lookout), call supervisors, or escalate changes directly.

Code of Conduct

- Understand, and comply with the Aged Care Code of Conduct and demonstrate behaviours that uphold the rights, dignity, safety, wellbeing, privacy and choices of older people. Raise concerns promptly where conduct, care of services may impact quality, safety or wellbeing.

Key Capabilities

Qualifications / training certificates

- Qualification in (no requirement)
- CPR
- First Aid

Skills and Knowledge

Person-Centred Practice

- Demonstrates respect, empathy, and sensitivity when supporting older people in their own homes.
- Applies a person-centred approach that upholds dignity, choice, independence, and cultural diversity.
- Builds positive, respectful relationships with clients, families, and carers.

Domestic Support & Service Delivery

- Ability to deliver high-quality domestic cleaning services in line with agreed service plans.
- Understands the importance of maintaining safe, clean, and comfortable home environments.
- Applies safe and effective cleaning practices appropriate to home-based aged care settings.

Communication & Interpersonal Skills

- Communicates clearly, respectfully, and professionally with clients and colleagues.
- Listens actively to client preferences and responds appropriately within role scope.
- Reports changes, concerns, or risks in a timely and accurate manner.

Safety, Quality & Compliance

- Demonstrates understanding of work health and safety requirements, infection control, and risk management.
- Complies with Benetas policies, procedures, and the Strengthened Aged Care Quality Standards (2024).
- Identifies hazards and takes appropriate action to reduce risk to self and others.
- Ensure all risks are documented and escalated appropriately

Professional Conduct & Accountability

- Works reliably and responsibly, managing time effectively to meet scheduled services.
- Maintains professional boundaries and works within the scope of a domestic support role.
- Demonstrates integrity, discretion, and respect for confidentiality.

Teamwork & Collaboration

- Works effectively as part of a broader care team under the direction of Care Partners or supervisors.
- Is open to guidance, feedback, and continuous improvement.
- Contributes to a positive, inclusive, and respectful workplace culture.

Learning & Adaptability

- Willingness to participate in mandatory training and ongoing learning.
- Adapts positively to changes in service delivery, client needs, and aged care reforms.
- Applies new knowledge and skills to improve service quality and client experience.

Code of Conduct

- Demonstrate understanding of, or ability to quickly acquire and apply, the Aged Care Conduct, the Aged Care Quality Standards, person-centred care principles and obligations relating complaints, incidents, privacy and safeguarding.

Worker Screening Requirements

This role is classified under the Aged Care Act 2024 as an Aged Care Worker.
Engagement is conditional upon meeting all mandatory screening requirements associated with this classification under the Act.

- **Evidence of the Right to Work in Australia:** Evidence is to be provided of valid working rights. Appropriate evidence includes an Australian/ New Zealand birth certificate or passport, Citizenship certificate, Permanent Residency certificate or an international passport and valid visa. All visas are subject to a Visa Entitlement Verification Online (VEVO) check.
- **NDIS WORKER SCREENING CHECK**: All employees are required to undergo an approved worker screening check in accordance with applicable aged care legislation. Benetas utilises the National Disability Insurance Scheme (NDIS) Worker Screening Check as the approved mechanism for meeting this requirement.
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- **Aged Care Banning Order and NDIS Banning Order**: The Aged Care Quality and Safety Commission (the Commission) maintains a public "Register of Banning Orders. Being listed on (or subject to) a banning order makes a person legally ineligible to be engaged in funded aged care.

Key Stakeholders

Internal:	Individuals
	Allied health Professionals
	Facility managers/ Line managers
External:	Individual's Families
	Aged Care Quality and Safety Commission
	Ageing Australia
	Department of Health, Disability and Ageing
	Department of Social Services
	Department of Veterans Affairs