

What you do matters.



In Home Service Assistant Position Description



EMPLOYMENT TYPE	Part Time or Casual
CONDITIONS	Permanent or Casual
TEAM	Community Health and Care
REPORTING RELATIONSHIPS	Reports to: Workforce Coordinator Direct Reports: Nil

Our Vision

A positive, fulfilling experience of ageing where everyone has the opportunity to live their best life.

Organisational Context

Benetas is a leading not-for-profit organisation with a mission to provide older Victorians, their families and carers with high quality services and environments that respects their independence and individuality throughout their aged care journey. To reflect our Anglican heritage and commitment to social justice, we contribute a social dividend which sees any profit reinvested into growing and expanding services and initiatives, including our dedicated research and advocacy agenda, which provides broader benefits to people within our communities.

Benetas is committed to providing a safe and healthy work environment with a focus on the wellbeing of our employees and clients. With our positive and inclusive culture you will feel supported to be the best you can be in your career. Benetas is a recognised leader in Gender Equality, having been awarded an Employer of Choice citation by the Workplace Gender Equality Agency for 15 years in a row.

With an ambitious Next Generation Strategy, Benetas is focused on delivering our four strategic outcomes, which include integrated and exceptional customer experience, communities of choice, a great place to work and volunteer and a high performing organisation.

Role Purpose

Within Benetas, Community Health & Care provides a range of services to the community including personal and domestic care, respite, nursing services, primary care, welfare and disability services.

As an In Home Service Assistant you will focus on achieving optimum client experience outcomes by embedding a wellness and reablement approach through the provision of assistance with personal, domestic and community activities of daily living.

You will undertake your role with an ever-present mind to adhering to the Benetas customer experience vision of supporting our clients to live their best life, and delivering the customer experience principles of:

Genuinely care - We genuinely care. We are kind and respectful in everything we do.

Grow meaningful connections - We help clients make and maintain meaningful relationships.

Value my individuality - We respond to our clients' needs and appreciate them as an individual.

Show me the way - We use our expertise to guide our clients and make it easier for them to live well.

Position Specific Responsibilities

Key Result Areas	Key Tasks/Behaviours	Success Indicators
Client Service and Experience	<ul style="list-style-type: none"> Support all clients to maintain and/or develop independent living skills and routines. Provide assistance with domestic activities of daily living including cleaning, laundry, meal preparation, shopping and transport to ensure clients have a clean and comfortable environment that is safe and well maintained. Understand and be responsive to the individual needs of clients with an understanding of diversity. Seek and respond to client and employee feedback to support the delivery of exceptional client service. In conjunction with the Client Advisor, contribute to service planning, evaluation and care planning through identifying the needs of clients. Observe and promptly report any changes in a client's behaviour, health and wellbeing to workforce coordinator and document as appropriate. Alongside the Client Advisor, contribute to the overall planning and delivery of care Champion the Benetas brand and be a positive ambassador 	<p>Positive client experience measured by feedback and increase in complements</p> <p>Increased client satisfaction and reduced complaints</p> <p>Sustained client growth and retention</p> <p>Clients achieving their goals and positive outcomes</p>
Continuous Improvement	<ul style="list-style-type: none"> Participate in building a positive culture within the regional teams and contribute positively to the broader Benetas community. Exercise initiative and contribute ideas to making improvements to work processes and participate in continuous improvement activities. 	<p>Care is safe, effective, consistent and responsive to the changing needs of the clients</p> <p>Successful execution of the Quality continuous improvement plan</p>
OH&S and Compliance	<ul style="list-style-type: none"> Ensure compliance with OH&S requirements in the workplace Contribute to the assessment of safe working environments both in the client and your own working environment Ensure compliance with Benetas Policies and Procedures and other compliance requirements. Apply skills in the safe use of relevant equipment including the use of the Residual Current Device. 	<p>Enhanced safety and wellbeing in the home and the community</p> <p>Completion of internal audit schedule</p> <p>Nil non-compliance with Quality assessments</p>

Selection Criteria

Qualifications	
<ul style="list-style-type: none"> Certificate III in Individual Support, Certificate III in Community Services, or Certificate IV Disability qualifications (CHC or Benetas NDIS program) or working towards these qualifications Current First Aid and Cardiopulmonary Resuscitation (CPR) certifications 	
Skills and Knowledge	Interpersonal Attributes
<ul style="list-style-type: none"> Basic computer and technology skills Ability to work effectively with clients from a range of culturally and linguistically diverse backgrounds Ability to work with a diverse range of clients Understanding of the ageing process, the effects of dementia and related conditions, physical and sensory impairments, incontinence, psychiatric and intellectual disabilities Demonstrates knowledge of safe food handling Demonstrates knowledge of hygiene, cleaning techniques and cooking techniques <p>Desirable</p> <ul style="list-style-type: none"> Ability to speak a second language fluently and an understanding of cultural diversity “Assist Client with Medication” module completion 	<ul style="list-style-type: none"> Friendly, positive and naturally able to build relationships Honest, helpful and dependable Able to work autonomously and as part of a team Strong values and treats others with dignity and respect High personal and professional ethics

Core Behaviours Applicable To All Employees

Key Result Areas	Key Tasks/ Behaviours
Living our values in the way we behave and interact with others	<p>Respect - Takes time to understand and value each person and respects their choices</p> <p>Community - Builds strong relationships amongst stakeholders by working together in an open, involving way</p> <p>Spirit - Builds a positive energetic culture dedicated to creating fulfilling life experiences for older people</p> <p>Responsibility - Acts with integrity toward our clients, their families and carers and the broader community</p>
Leadership and Team	<ul style="list-style-type: none"> Leads by example Maintains a positive approach that promotes confidence in those around them Is open to feedback Achieves agreed work goals Builds and maintains effective relationships with clients, families and colleagues and operates in line with the Customer Experience Vision and Principles
Health, Safety and Environment	<ul style="list-style-type: none"> Displays responsibility for self, team and environment Demonstrates positive approach to own safety and safety of others Achieves agreed work goals relevant to health, safety and environment

Continuous Improvement: Quality and Sustainability	<ul style="list-style-type: none"> • Responds to the needs of customers and the changing environment in which our services operates • Understands and delivers responsibilities in line with the Risk, Quality and Clinical Governance Frameworks • Takes initiative in making improvements to work processes • Actively seeks new ideas and improvement • Demonstrate evidence of continual improvement activities • Strives for best practice • Embraces and adapts to change
Professional and Personal Development	<ul style="list-style-type: none"> • Takes responsibility for driving own professional development, expertise and personal development • Completes all relevant on and off-the-job learning experiences

Evidence of the Right to Work in Australia

All Benetas employees must provide evidence of their valid working rights. Appropriate evidence includes an Australian/ New Zealand birth certificate or passport, Citizenship certificate, Permanent residency certificate or an International passport with evidence of a valid working visa. All visas are subject to a Visa Entitlement Verification Online (VEVO) check.

Police Check

All Benetas appointments are subject to a satisfactory police check, and a statutory declaration for those people who have lived overseas over the age of 16 for more than 12 months.

Worker Screening Checks

As per Federal Government Legislation, all Benetas employees working at Residential Aged Care homes and risk assessed roles in Support Office are required to undertake a National Disability Insurance Scheme (NDIS) Worker Screening Check in place of the Police Check requirements.

Influenza Vaccination

All Benetas roles are subject to obtaining and maintaining annual influenza vaccinations. Evidence must be provided as a condition of employment.

Code of Conduct

All Benetas employees are required to read, be familiar with and act in accordance with the requirements of the Benetas Code of Conduct and any other legislated Code of Conduct as may apply to Benetas its employees.