

Job Description Details	
<b>Job Title</b>	Community Support Worker (Domestic Cleaner)
<b>Department/Division</b>	Brightwater At Home, Commercial Services
<b>Reports to</b>	Service Leader (Directly supervised by Team Leader)
<b>Direct Reports</b>	Nil
<b>Agreement</b>	Social, Community, Home Care and Disability Services Industry (SCHADS)

Brightwater Mission
<p><i>Pursuing the Dignity of Independence</i></p> <p>For Brightwater, no one is beyond care. Here, we value the potential that lives inside each and every one of us, no matter what that looks like. Our amazing ability to strive towards our best self every day, to keep learning and to keep growing. This drives all that we do. Sure, it's not always easy, but this journey that we're on together comes with its own reward. This pursuit of independence brings with it the dignity of control over our own lives. And everyone deserves the right to pursue that.</p>

Commitment to Mission and the Brightwater Spirit	
Embrace and apply the Brightwater Spirit – our values and behaviours – in all interactions with staff and customers. Our commitment to the Brightwater Spirit enables us to achieve our Mission, <i>Pursuing the Dignity of Independence</i> .	
<b>Caring</b>	We care for and about each other. We work together to provide inclusive and relevant services in ways that meet the needs and goals of our clients.
<b>Authentic</b>	We are open and genuine, enabling us to build meaningful relationships with our clients and each other.
<b>Progressive</b>	We are inspired to continuously improve ourselves and our services for the benefit of our clients.
<b>Courageous</b>	We find strength in order to make a difference.

Diversity and Inclusion Statement
At Brightwater, we welcome people with the full diversity of life experiences, thoughts and beliefs. We foster a culture of inclusion, collaboration and innovation where our clients and staff can flourish.

Position Purpose
Community Support Workers (Domestic Cleaners) provide cleaning services and domestic assistance support to aged care clients living in their own home in the community, enabling them to live safely and independently while improving their quality of life.

Job Title	Revision	Date	Author	Approved	Page 1 of 3
Community Support Worker (Domestic Cleaning)	0	11/06/21	Recruitment Coordinator	Manager, Attraction & Recruitment	
UNCONTROLLED WHEN PRINTED					

## Key Duties/Accountabilities

1. Provide safe and hygienic domestic cleaning services to clients in line with their support plan. This includes mopping, vacuuming, dusting and general housekeeping duties.
2. Ensure client homes are clean and well maintained.
3. Positively engage with clients during domestic cleaning visits. This includes friendly conversation and making the client a beverage.
4. Appropriately use and maintain equipment, reporting maintenance and safety issues as they arise.
5. Complete Brightwater documentation to required standard.
6. Communicate any changes in the client's presentation or needs to the Client Coordinator.
7. Maintain a high standard of personal presentation representing Brightwater in the community.
8. Communicate with clients, their household members and family, colleagues and others in a professional manner that shows respect with a customer focused approach.
9. Use effective problem-solving skills to complete required tasks and identify areas for improvement.
10. Ensure all services are provided in a manner that promotes the personal values of the client and provide services in line with the Aged Care Quality Standards.

## Key Working Relationships

1. BAH Administration, Schedulers and Team Leaders.
2. Actively collaborate with Client Coordinators and rest of the multidisciplinary team to ensure that support plans for the clients are relevant and appropriate.

## Professional Development

1. Accept responsibility for updating/developing own knowledge/skills in relation to professional/clinical areas.
2. Actively participate in opportunities for performance feedback with a growth mindset, including reviews and check-ins; reflect on own performance and set goals.
3. Complete essential training courses within the required timeframes and embed learning outcomes to continuously improve skills and work performance.
4. Attend and contribute to staff meetings/discussions and collaborate with team members to improve outcomes.

## Safety and Health

1. Actively promote a positive safety and health culture by caring for self and others, demonstrating attention to physical, mental, emotional, cultural, and psychological safety.
2. Take proactive and responsible actions to avoid, eliminate or minimize hazards.
3. Accept responsibility for understanding and recognising the risks and hazards associated with work duties.
4. Report all incidents, hazards, and injuries immediately.
5. Use equipment, such as personal protective and manual tasks equipment, as trained and required.
6. Adhere to infection control principles and practices.

## NDIS Risk Assessment

This position is not considered to be a risk assessed role and therefore does not require the person to hold an NDIS Worker Screening Check.

Job Title	Revision	Date		Page 2 of 3
Community Support Worker (Domestic Cleaning)	0	11/06/21		
<b>UNCONTROLLED WHEN PRINTED</b>				

## Other Information

This position is required to travel across the Perth metropolitan area to support Brightwater clients in their own homes.

## Selection Criteria – Qualifications, Skills, Knowledge, Experience

1. Working knowledge of hygienic cleaning practices and chemicals.
2. A good level of fitness and the ability to undertake general domestic and housekeeping tasks safely using safe manual handling practices.
3. Dedicated work ethic and a strong commitment to providing safe and high-quality support services.
4. Ability to effectively communicate professionally and compassionately with diverse people in various environments.
5. Customer focused and able to work without direct supervision in the community in diverse cultural and home environments.
6. Flexible approach with work with the ability to organise and prioritise tasks, work effectively under pressure, problem solve and meet deadlines.
7. Willing to undertake training as and when required.
8. First Aid Certificate less than 3 years old.
9. Previous experience working in aged care or cleaning services (desirable).
10. Current Western Australian 'C' Class Driver's Licence.
11. A safe, registered, and suitably insured motor vehicle able to be used for work purposes.
12. Satisfactory National Police Certificate obtained within the last 12 months.

Job Title	Revision	Date			Page 3 of 3
Community Support Worker (Domestic Cleaning)	0	11/06/21			
<b>UNCONTROLLED WHEN PRINTED</b>					