

Position Description

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| Position Title: | In-Home Community Support- Domestic Assistant (Cleaner) | Approval Date: | December 2022 |
| Authorised By: | CEO | Review Date: | December 2023 |

Our Vision People in our communities enjoy better and longer lives

Our Role We work in partnership with other health and wellbeing services to enhance the health of our communities in Whitehorse and Nillumbik by meeting additional needs that no one else does in the segments we service, whilst prioritising access for those who need it most and we also work with partners to address the root causes of vulnerability.

Our Key Business Segments

- Helping people with a long term physical or mental health condition to live better
- Providing services and supports to people with disability
- Helping older people stay at home longer
- Providing integrated services and supports for children and youth
- Delivering public and private dental services
- Addressing the root causes of vulnerability

Our People People aspire to work with us and contribute to our business and community. We are committed to building a culture that embodies our values and is driven by providing high quality services, supports and experiences.

POSITION OVERVIEW:

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| Job Purpose | Domestic Assistants will be responsible for ensuring that consumer's homes are kept in a clean, hygienic and homely condition according to the individual needs and wishes and in accordance with healthAbility standards. |
| Duties and Responsibilities | The following list gives examples of the type of duties you may undertake. All of these should be completed in a manner which encourages consumers towards the maximum degree of independence and activity appropriate |

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| | <p>to their abilities;</p> <ul style="list-style-type: none"> • General domestic cleaning and tidying • Vacuuming and dusting • Washing floors and other surfaces • Emptying of domestic rubbish bins • Cleaning bathrooms, toilets, kitchens, living rooms, bedrooms and hallways • Removing cobwebs from ceilings and walls • Laundering sheets, towels and personal clothing on the premises • Changing bedding • Any reasonable task requested by the consumer or healthAbility Management team • Participate in mandatory training and continuing education, including the orientation and induction sessions • Participate in staff and team meetings if required • Identify work processes and practices that are not working to their maximum and present possible strategies for improvement to the IHCS Coordinator • Assist in the maintenance of a safe working environment for all staff, consumers, visitors and volunteers • Use documented risk management process to eliminate or minimise OH&S risks where appropriate • Comply with OH&S instructions, Policies & Procedures; using and maintaining safety devices and personal protective equipment correctly • Assist in the management of complaints relating to the provision of services • Assist in the planning and implementation of continuous quality improvement activities across the Service • Report to the IHCS Coordinator any significant changes in the needs, health or circumstances of any consumer within 1 hour of becoming aware of change |
| Qualifications | Nil |
| Key Selection Criteria (<i>Skills, Experience and Qualifications required</i>) | |
| Mandatory | <ul style="list-style-type: none"> • Previous experience in domestic duties/cleaning • Good numeracy & literacy skills • Effective communication skills |

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| | <ul style="list-style-type: none"> • An understanding of people living with a Disability or older people's health related issues • Good organisational skills & time management • An ability to handle emergency situations • Excellent interpersonal skills • Ability to work as a team member & autonomously • Intermediate computer skills • Advocate for consumers as required • Current Victorian Drivers Licence and a reliable vehicle • Have a working smart phone • Eligibility to work in Australia • Previous experience in domestic duties/cleaning • Adaptable to changing consumer needs and workplace circumstances • Commitment to the rights and dignity of people in all circumstances • Proven ability to effectively communicate with consumers and a willingness to be open to changing needs of the consumer |
| Desirable | <ul style="list-style-type: none"> • Demonstrated proficient computer skills in MS Office applications (Word and Excel) • Experience working in community/public health or community based setting. • Cert III in Individual Support • Current First Aid (Level 2) & CPR • Previous experience in domestic duties/cleaning • Previous experience in supporting people (aged and/or disability) in home or community setting is desirable |
| KPIs/Performance Goals | <ul style="list-style-type: none"> • Compliance with healthAbility policies and procedures • Demonstrated participation in continuous improvement and occupational health and safety • Written and verbal communication, including record keeping, to an agreed standard • Good consumer and family feedback • Good IH&CS Coordinator feedback • Demonstrated flexibility and teamwork |
| Service/Program | In Home & Community Support (IHCS) Program |

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| Reports | Job reports to | Direct reports |
| | ICHS Coordinator | Nil |
| Award/EBA | Social, Community, Home Care and Disability Services Industry Award. | |
| Classification | Home Care Employee Level 2, Pay Point 2 | |

Requirements:

- A Police Record Check is required for all roles
- A Working with Children Check, other credentials and role specific requirements (such as NDIS) and checks will be required in accordance with government funding requirements and legislation.
- All employees must provide 4 forms of identification upon commencement.
- All employees must be permanent residents of Australia or hold a current, valid visa.
- A current Victorian Driver's Licence (where driving is a component of the role)
- A probationary period of 6 months applies unless otherwise stipulated.
- All employees must abide by the organisations Policies & Procedures.
- All employees may be required to work across any of the organisations sites.
- All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct.
- All healthAbility employees are required to complete the level of MARAM training relevant to their role to appropriately and effectively identify, assess and manage family violence risk. The Framework has been established in law under a new Part 11 of the Family Violence Protection Act 2008.

MANAGER DECLARATION

This role reports to me and I confirm I have read and understood the Compliance Checks Procedure and that in addition to the Police Check requirements, the following requirements are required as part of ongoing employment to this role:

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| WWCC | Yes | No |
| NDIS | Yes | No |
| Statutory Declaration | Yes | No |
| Credentials/Registration | Yes | No |

Other _____

EMPLOYEE DECLARATION

- i. I acknowledge that I have read and understood the requirements of the position as detailed above.
- ii. Do you have any pre-existing injuries or conditions that could reasonably be expected to be affected by the nature of the proposed employment?

Pre-existing injury/condition? Yes No

If yes, please provide details:

Failure to make such a disclosure, or the making of a false disclosure, will result in Sections 82(8) of The Accident Compensation Act 1985 applying. Section 82(8) of the Act provides that where a recurrence, aggravation, acceleration, exacerbation or deterioration of a pre-existing injury or disease arises out of or in the course or due to the nature of employment with a company, it will not entitle the worker to compensation.

The disclosure of information on a pre-existing injury or disease will not impact on the recruitment process in any way. Nillumbik Community Health Service Ltd is an Equal Opportunity Employer.

Signed (employee):

Date:
