



POSITION DESCRIPTION

POSITION DETAILS	
PD Number	PD069
POSITION TITLE:	Domestic Assistance Worker
REPORTS TO:	Care Advisor
DIRECT REPORTS:	Nil
GRADE	SCHADS Award Home Care Employee Level 1
HOURS:	As per contract.
BUSINESS UNIT/LOCATION	Client homes in Wollongong /Illawarra/Shoalhaven, Queanbeyan and ACT.
ROLE PURPOSE	Provides a range of cleaning services to older people in their home. The role works primarily with clients from culturally and linguistically diverse (CALD) backgrounds.
Main Tasks and Responsibilities	
<p>Sustainability</p> <ul style="list-style-type: none"> Utilise Alayacare App for roster, recording visits and creating dated notes. <p>Community Reach</p> <ul style="list-style-type: none"> Identify and report clients in need of additional assistance or services to the Care Advisers to follow up for appropriate supports. Represent MCCI positively at all times. <p>Consumer Satisfaction and Impact</p> <ul style="list-style-type: none"> Provide high quality cleaning services to community aged care clients as outlined in their support plans, this includes: <ul style="list-style-type: none"> Household cleaning, vacuuming, mopping and laundry etc Providing a clean, safe environment for the clients Incorporating individual client preferences when cleaning their home Maintaining best practice in cleaning techniques Maintaining best practice protocols when using cleaning tools/aids to prevent cross infection/contamination of environment. Provide accurate and timely feedback and all other reporting requirements as directed by the Care Advisor/Regional Care Manager and management. Maintain professional relationships and communication with clients, carers, and family members. Maintain the privacy and dignity of clients at all times. <p>People and Culture</p> <ul style="list-style-type: none"> Implement effective, culturally appropriate communication strategies with clients. Contribute to a cohesive team environment and positive workplace culture. Develop and maintain effective relationships with internal stakeholders. Attendance at regular staff & team meetings as required. Maintaining a commitment to ongoing personal development and education. 	

Main Tasks and Responsibilities continued

Service Delivery and Quality

- Work proactively with the Team Leader/Regional Care Manager to identify opportunities for continuous improvement in program delivery.
- Comply with all WH&S policies and procedures of MCCI.
- Handle complaints and incidents in line with MCCI policy.
- Assist MCCI with the completion of quality reviews and accreditations.
- Other duties as required.

Role requirements

Values and Behaviours	SUPPORT <ul style="list-style-type: none"> • Consumer partnership at the centre of our work. • Supporting our colleagues to grow in skills and confidence. TEAMWORK <ul style="list-style-type: none"> • Quality improvement and good information management underpinning our work • Collaborating and working effectively together on our team's goals. TRUST <ul style="list-style-type: none"> • Building confidence with our community, consumers and carers. • Acting in accordance with MCCI's values and purpose always. SHARE <ul style="list-style-type: none"> • Empowering consumers to make good decisions for their wellbeing. • Together pursuing ideas, innovations improvements to the way we work. 	
Underlying characteristics	<ul style="list-style-type: none"> • Good written and verbal communication skills and the ability to maintain positive relationships with all stakeholders. • Excellent time management. • Demonstrates attention to detail, accuracy and thoroughness in work produced. • Self-directed and autonomous, requiring minimal supervision. • Physically fit, an ability to perform medium level physical activity. 	
Experience Requirements	<ul style="list-style-type: none"> • Previous experience gained in a similar role, desirable but not essential. • Experience in working with minimal supervision with agreed objectives. • Thorough understanding of best practice in cleaning techniques and protocols. • Sound knowledge of chemicals used in household cleaning and safety procedures, including Personal Protective Equipment. 	
Qualification Requirements	<ul style="list-style-type: none"> • Provide First Aid Certificate. 	
Licence/s & Checks	<ul style="list-style-type: none"> • Own transportation to commute to work, and between client's homes. • Appropriate licence for transportation e.g. Class C licence. • Comprehensive car insurance and rego if using car for work. • Valid Police check (essential). • Eligibility to work in Australia (essential). • Working with Vulnerable People Card (for ACT candidates). • Smart phone (with-up-to-date operating system). • Willingness to obtain COVID19 vaccinations if required. 	
Employee Print Name:		
Employee's Signature:		Date:
CEO and Co. Secretary Signature:		Date: