

Description

Job Title: Domestic Assistant
Ref No: OP55
Portfolio & Program: Aged Care Services, Home Care
Reporting Relationship: Manager, Home Care
Classification: Aged Care Award Level 2
Date: October 2018

Our vision is justice, respect and fullness of life for all. Our mission is to provide care and support with a voice for disadvantaged and vulnerable people in our communities.

My purpose is to...

Assist older people living at home with domestic tasks to optimise their independence.

I will make a difference when I...

Customer Service

- Act in a professional manner, providing prompt and courteous service to customers, families/ carers and colleagues at all times.
- Am prepared to be flexible regarding work practices delivering care as required to meet individual needs and goals.
- Promote the rights of customers at all times (this includes the right to confidentiality, privacy, individual choice and decision making.)
- In line with Consumer Directed Care (CDC) principles, provide services in accordance with the care plan which reflect customer choice, goals, and services.
- Provide a responsive service by:
 - relating to customers in a manner that enhances their dignity & self-esteem.
 - being aware of the important role relatives, friends and volunteers play within the program.
 - actively seek customer feedback and responding as appropriate.

Service Delivery and Professional Accountability

- Complete duties in a positive helpful manner as per the customer care plan, alerts and other specific instructions as provided by service coordinators/facilitators
- Observe customers, listen to them and promptly report to Manager / Service Coordinator / Facilitator any change in customer behaviour or health / well-being.
- Communicate effectively and appropriately with all people, including those with a disability that may inhibit clear communication. Undertake tasks energetically, positively and productively as part of a team (and with initiative and minimal supervision) to provide care that meets the needs of customers while adhering to legislative, regulatory, policy and procedural requirement.

Administration

- Complete documentation in an accurate, professional and timely manner.
- Participate and contribute to team processes e.g. participation in team meetings.
- Support Continuous Improvement initiatives.

Work Health and Safety (WH&S)

- Contribute to the positive growth of the organisation's safety culture through active participation in safety initiatives, such as proactive identification and reporting of incidents, hazards and near miss events
- Actively participate in early intervention Injury Management processes
- Display proactive behaviours and accountability toward safety in the workplace by making every effort to ensure my own safety, and the safety of colleagues and others
- Ensure own action or lack of action does not place own safety or that of others at risk.
- Use prescribed personal protective equipment in accordance with procedures.

To make a difference I will...

- Embrace and integrate AnglicareSA's Vision, Purpose and Values in my role.
- Support AnglicareSA's commitment to reconciliation between Aboriginal people and other Australians as outlined in our Reconciliation Action Plan. This includes, but is not limited to, the provision of culturally competent, respectful services. Be physically and mentally capable and report to work in a fit state to perform all duties.
- Actively participate in performance reviews, performance development, training (including Work Health and Safety and fire safety) and supervision opportunities.
- Have evidence of my right to work in Australia
- Obtain and maintain a National Police History Check

☒ Willing to work at other sites as required ☒ Elder Abuse Reporting

Direct Reports: Nil

Working Relationships: Service Coordinators, Facilitators, Service Support Officers, Administration Staff and Home Care Manager

I will utilise my.....

Qualifications

- Completed Provide First Aid Training (or willingness to obtain)

Skills and Abilities

- WH&S knowledge and skills suitable for the position.
- Work within a team environment in accordance with AnglicareSA values.
- Previous experience working in a Cleaning role (preferred)
- Previous experience working in Aged Care environment (preferred)

My dedication and commitment

Job holder Signature: Date

Print Job holder Name:

General Manager, Aged Care Services

Date: 17/10/18