

Role Profile

About us

For over 45 years, Intereach has been working throughout the Riverina Murray region of NSW and northern Victoria to strengthen and support communities and to improve the social and personal wellbeing of children, families, older people, carers and people with a disability.

Intereach is a leader amongst community organisations. Today, we span 38 local government areas and have more than 400 staff who deliver more than 30 programs.

At Intereach, we are committed to developing community infrastructure and supporting rural and regional communities. Our Vision of Strong Supported Communities is what drives us daily to ensure our local communities are at the heart of everything we do.

Our Purpose

- Strengthen and improve social and personal wellbeing for individuals, families and communities;
- Promote and facilitate access, equality and social justice; and
- Deliver services locally that are of quality and have value.

Our Values

- **LEADERSHIP** - We use our social influence to motivate others to reach their full potential.
- **PARTNERSHIPS** - We work collectively with others toward a common goal of positive social and cultural change.
- **SOCIAL JUSTICE** - We protect and promote human rights by recognising that all people are free and equal in dignity and rights.

Position Details

Position Title:	Domestic Assistant Support Worker
Department:	Aged Care Services
Function:	Service Delivery
Award:	Social Community Home Care & Disability Services 2010 Home Care (Level 3)
Reports to:	Program Manager Aged Care Support
Direct reports:	N/A
Purpose of the Position:	To undertake a wide range of domestic tasks for individual participants in Intereach's aged care programs. These domestic tasks are aimed at supporting participants to remain in the comfort and security of their own homes. You will assist participants to live independent and active lives by providing support that utilises an enablement focus. The

tasks you undertake will be agreed by the participant and the Care Coordinator in line with the needs of the participant and the guidelines of the relevant funding agreements. A service plan will be developed by the Care Coordinator which will specify your duties for each individual service. It will be your responsibility to;

- follow this service plan and other supporting documents
- report any issues in providing service to the Care Coordinator
- report any changes in the participants needs that you or the participant identify

The Domestic Assistant Support Worker will be responsible for ensuring that client's homes are kept in a clean, hygienic and comfortable condition according to individual needs and wishes and in accordance with Home Care guidelines and Aged Care standards

Key Responsibilities

(the following is not exhaustive and may include others as directed from time to time)

Operations	<ul style="list-style-type: none"> • Contribute to all aspects of operations for portfolio of responsibility in line with Program priorities • Delivery of the program in line with the Intereach strategic plan • Responsible for the achievement of KPI's to ensure the delivery of timely and accurate reporting • Establish and maintain effective and ongoing working relationships with key stakeholders • Represent and promote work of Intereach within the community • Foster a strength based and person-centred approach across the organisation • Ensure accuracy of data entry • Maintain accurate records in line with accounting standards and guidelines • Apply a re-enablement and wellness approach aimed at maximising independence by learning or re-learning the skills necessary for daily living and the confidence to live at home • Follow participant service plans • Work within the rostered timeframes • Report regularly to managers regarding client progress • Report immediately any changes in a person's health and wellbeing • Implement a range of client supports as per individual service plan • Administrative task as required <p><u>Principal duties and responsibilities</u> The following list gives examples of the type of duties you may undertake. All of these should be done in a manner which encourages clients towards the maximum degree of independence and activity appropriate to their abilities;</p> <ul style="list-style-type: none"> • General domestic cleaning and tidying – including cleaning bathrooms, toilets, kitchens, living rooms, bedrooms and hallways • Washing floors and other surfaces • Vacuuming and dusting • Emptying of domestic rubbish bins • Removing cobwebs from ceilings and walls • Laundering sheets, towels and personal clothing, on or off the premises • Changing bedding • Ironing • Carrying out unattended shopping at designated stores/supermarkets • Any reasonable task requested by the client or Intereach Care Coordinator
Governance, Compliance and Quality Control	<ul style="list-style-type: none"> • Maintain a thorough understanding of and abide by Intereach Code of Conduct, frameworks and policies

	<ul style="list-style-type: none"> • Contribute towards policy development, implementation and compliance • Keep up-to-date and adhere to government legislation and industry standards, in relevant areas of responsibility • Identify and share feedback relating to improvements to operational processes and procedures to enhance program functions • Implement and monitor quality improvement and risk • Maintain confidentiality
People and Culture	<ul style="list-style-type: none"> • Support staff and/or students to perform their role well • Maintaining a positive organisational culture by demonstrating and promoting the qualities and behaviours of the Intereach Fundamentals • Contributing to a culture that ensures a safe working environment and promotes health and well being • Demonstrate Intereach fundamentals within own behaviour and embed across all aspects of the organisation
Financial	<ul style="list-style-type: none"> • Ensure all expenditure is consistent with delegations
Work, Health and Safety	<ul style="list-style-type: none"> • Responsibility to identify and mitigate organisational risk • Understand and comply with WH&S policies and procedures and legislative requirements • Contribute to the development, implementation and evaluation of risk management plans for relevant program

The Position Holder Specifications

The below information outlines the key behaviours, skills, experience and mandatory requirements required to successfully undertake the role.

Intereach Fundamentals

The Intereach Fundamentals is a framework of behavioural qualities, which when observed and demonstrated, define a level of competency in working behaviour. Within each of the qualities, the *behaviour observations* and *behaviour indicators* have been broadly defined at two different levels;

- Level 1 - The Individual Contributor; and
- Level 2 - The Manager

(refer to intranet for full framework and for further information on how the fundamentals work for Individual contributor and The Manager)

Fundamental Level for this position:	Level 1
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Qualities

Acting with Integrity	At Intereach we demonstrate integrity through personal and professional behaviour, which is person centred, open, honest and ethical, including being willing to act when these standards are compromised
Being Professional	At Intereach we demonstrate professional behaviour by taking responsibility for our own performance, at the same time considering the needs and priorities of others
Respect for Diversity	At Intereach we adopt a human rights approach and value an inclusive culture that respects diversity, people's difference and life experience
Intereach First	At Intereach we value collaboration and sharing information within and across programs and teams, to enhance our ability to engage with and understand our community, and to ensure we deliver better-quality services
Communicating Successfully	At Intereach, we communicate effectively using a strength-based approach to ensure we convey and share information and ideas with others, including clarifying our understanding and taking into consideration different viewpoints
Knowledge Sharing and Learning	At Intereach we develop skills, knowledge and practice by keeping abreast of changes within specific fields of focus and promote a knowledge of sharing and continuous learning culture

Selection Criteria

Essential	<ul style="list-style-type: none"> • Experience or strong interest in working with frail aged people • Ability to work efficiently and effectively without direct supervision • Experience in providing high quality domestic assistance • Sound communication skills and high level of customer service
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	<ul style="list-style-type: none"> • Demonstrated understanding of the needs of older people, and their carer's • Demonstrated ability to engage clients and work in partnership with them to achieve their goals utilising a re-enablement approach • Current First Aid Certificate
Desirable	<ul style="list-style-type: none"> • Workplace Hygiene training or willingness to undertake • Experience in maintaining a high level of hygiene and cleanliness practices • Safe manual handling training or willingness to undertake • Knowledge of the Home Care guidelines and Aged Care standards or willingness to learn
Mandatory Requirements and Checks	
Essential	<ul style="list-style-type: none"> • Current driver's licence • Current Criminal Record Check (< than 6 months old) or willingness to undergo check • Evidence of COVID vaccination or medical contraindication/exemption certificate (VIC)

Acknowledgement of receipt and understanding of the Role Profile

Name	
Signature	
Date	