

Job title	Domestic Support Worker
Department	Ageing and Disability Services (ADS) Team
Line reporting	i. Chief Executive Officer (CEO) ii. ADS Manager iii. Ageing Officer / Disability Services Coordinator
Direct reports	Nil
Hours/tenure	
Award classification and grade	Social, Community, Home Care and Disability Services Award 2010 (SCHADS) – Social & Community Services Employee Level 1, Paypoint 1
Salary packaging available	Yes
Location of work	88 King Street, Gloucester
Position description created/reviewed	Reviewed October 2020

Vision

Connecting Our Community

Mission

Working together to connect people with supports and services, enhancing their quality of life

Values

Respect: Cultivate professional relationships through respectful communication and by consulting with people on issues which concern them

Commitment: We are committed to achieving the best possible outcomes for our clients and community

Integrity: Conduct ourselves with honesty, acknowledging the trust our clients and community place in us

Equity: Operate with fairness and impartiality, consistently implementing transparent processes which celebrate diversity

Independence: We enable our clients and community members to access supports and services which foster their developing or continuing independence

Position purpose

The role of a Domestic Support Worker (DSW) is to provide a range of domestic services to aged clients and people with disability to ensure them to live in their own homes in a clean, hygienic and homely manner.

The DSW receives guidance and direction from the Ageing Officer and Disability Services Coordinator, under the supervision of the ADS Manager and is primarily responsible for fulfilling the various roles associated with this position. It is expected that the employee will actively participate in the process of professional supervision and will seek and participate in internal and external professional development opportunities.

Key responsibilities

Role specific

- Provide domestic services, including, but not limited to: general cleaning and tidying; wash and / or vacuum floors; dust; empty domestic bins; clean kitchen, bathroom, toilet, living and dining areas; remove cobwebs; laundry assistance for sheets, towels and personal clothing; change bedding; carry out shopping tasks on behalf of the client
- Provide social support activities, including, but not limited to facilitating social activities in the home and the community
- Provide transports to local and out of town destinations for clients' medical and social activities
- Provide supports only in line with clients' Support Plan or NDIS Plan / Service Agreement or as directed by the supervisor
- Monitor clients' wellbeing and report and concerns or changes to your supervisor immediately or as soon as practical
- Monitor the strain or stress placed upon clients' carers and report to supervisor
- Maintain and promote a positive and enthusiastic delivery of care to clients
- Ensure clients rights and confidentiality are maintained at all times
- Arrive at the clients' home at the agreed time. If running late, call the BWNG office or mobile phone and a staff member will advise the client
- Assume the role of client advocate to, for example, call an ambulance on their behalf, report elder abuse or client changes to your supervisor
- Maintain professional boundaries when delivering care the clients at all times
- Attend all staff meetings and training as directed

General

- Demonstrate professional relationships, reliability, punctuality and professionalism in all work-related tasks
- Demonstrate appropriate and regular communication with BWNG staff, volunteers and clients
- Understanding of, and commitment to, BWNG's Vision, Mission and Values
- Ensure payroll administrative paperwork is submitted by the allocated due date
- Adhere to all policies, procedures and work instructions, including the Code of Conduct, Code of Confidentiality, and Work Health and Safety procedures
- Display high levels of integrity, approachability, empathy and responsiveness
- Attend staff appraisals
- Attend and contribute to staff, team and other meetings as required
- Adhere to accountabilities under BWNG's delegations policy

Communication

- Strong verbal and interpersonal communication skills
- Promote and maintain effective communication channels between all personnel

Documentation

- Provide thorough and concise messages for enquiries received, and ensure messages are communicated to the relevant personnel
- Maintain up-to-date and accurate documentation relating to reception tasks
- Ensure all documentation is legible

Work Health and Safety (WHS)

BWNG employees are responsible for and commit to:

- Representing the ADS team, including clients, on the BWNG WHS Committee

- Taking reasonable care for their own health and safety and for the health and safety of other people, including people who work under their supervision or direction who may be affected by their acts or omissions in the workplace
- Actively participating in health and safety training where required
- Contributing to the development and implementation of safe systems of work
- Cooperating with instructions, supporting and promoting work health safety within the workplace and while engaged in BWNG activities

Key challenges

- Working with people with disability, dementia and cognitive issues
- Monitor clients' and carers' wellbeing and report concerns and changes to supervisor immediately

Key relationships

<i>Internal</i>	Supervisor:
	<ul style="list-style-type: none"> • Taking direction and fulfilling tasks to the required standard • Reporting and maintaining communication regarding role requirements, concerns or training needs
	CEO:
	<ul style="list-style-type: none"> • Taking direction and fulfilling tasks to the required standard
<i>External</i>	BWNG staff and volunteers:
	<ul style="list-style-type: none"> • Contribute to a professional working relationship and attend to tasks as directed
	BWNG clients and community:
	<ul style="list-style-type: none"> • Provide services with the utmost professionalism and care
	Other service providers
	<ul style="list-style-type: none"> • Facilitate professional relationships with other service providers, including Community Nursing and other providers or agencies involved in client care

Key selection criteria

<i>Essential</i>	Qualifications:
	<ul style="list-style-type: none"> • First Aid Certificate and willingness to maintain
	Skills:
<i>Desirable</i>	<ul style="list-style-type: none"> • Excellent written, verbal and communication skills, including the ability to effectively communicate with staff at all levels and members of the community from all walks of life • Ability to be organised, and prioritise work tasks • Team player who is comfortable working in a semi-autonomous role • Ability to develop a courteous rapport with others • Ability to develop professional boundaries with clients and their family
	Other:
	<ul style="list-style-type: none"> • Class C Driver's Licence • Criminal Record Check upon employment • Working with Children Check upon employment • Experience providing care to aged and people with disability • Experience in transporting and escorting clients • Demonstrated communication and interpersonal skills, including the ability to deal with sensitive and confidential matters with integrity, tact and discretion • Experience working with people from diverse, social and cultural backgrounds • Experience working with aged people and people with disability, including physical, communication and cognitive impairments

- Ability to plan and coordinate tasks, make decisions using appropriate judgement and meet designated timelines

Position demands checklist

The purpose of this checklist is to manage any risk/s associated with this position and guide training requirements and environmental/equipment adaptation that may be necessary for the occupant of this position.

Frequency key:

R = repetitively

C = constantly

F = frequently

O = occasionally

Demands	Description	Frequency			
		R	C	F	O
Physical demands					
Kneeling/squatting	Flexion/bending at the knees, ankle, possible at the waist in order to work a low levels		X		
Hand/arm movement	Use of hands/arms e.g. reaching, holding	X			
Bending/twisting	Forward or backward bending or twisting at the waist	X			
Driving	Operating any motor powered vehicle	X			
Sitting	Remaining in a seated position during task performance				X
Reaching	Reaching overhead with arms raised above shoulder height or forward reaching with arms extended		X		
Walking/running	Walking or running on even surfaces	X			
	Walking on uneven surfaces				X
	Walking up or down steep slopes				X
	Walking whilst pushing/pulling objects e.g. vacuuming	X			
Climbing	Up or down stairs				X
Lifting/carrying	Raising/lowering or moving objects from one level/position to another, usually holding an object other than the ground				X
	Light lifting/carrying 0-9kgs				X
Grasping	Gripping, holding or clasping with fingers or hands		X		
Manual dexterity	Fine finger movements				X
Sensory demands					
Sight	Use of eyes as an integral part of task performance e.g. driving	X			
Hearing	Working in a noisy area, e.g. high volume of people around while conducting work		X		

Smell	Use of smell senses as an integral part of the task performance e.g. working with chemicals			X	
Touch	Use of touch as an integral part of task performance e.g. washing dishes	X			
Demands	Description	Frequency			
		R	C	F	O
Psychological demands					
Tasks involved interacting with distressed people				X	
Tasks involved interacting with people with mental illness/disability/cognitive impairment		X			
Exposure to chemical hazards					
Liquids	Working with liquids which may cause skin irritations if contact is made with skin for tasks such as washing dishes, cleaning chemicals etc. e.g. dermatitis				X
Working environment					
Lighting	Working in lighting that is considered inadequate in relation to task performance e.g. glare		X		
Sunlight	Exposure to sunlight		X		
Temperature	Working in temperature extremes e.g. working in summer and winter months	X			
Accident risk					
Surfaces	Working on slippery or uneven surfaces				X
Housekeeping	Working with obstacles within the area e.g. furniture				X
Manual handling	Manual handling tasks e.g. vacuuming	X			
Biological risk					
Biological products	Working with blood/blood products/body fluids				X

Acceptance

I have read and understood the Position Description and agree to abide by the same.

Employee name: _____ Signature: _____ Date: _____

Supervisor name: _____ Signature: _____ Date: _____