

## 1. Job Title

Domestic Assistant

Award: Social, Community, Home Care and Disability Services Industry Award 2010

## 2. Line Reporting

Care Manager – as per region

Scheduling Manager – as per region

### Reporting Relationship

The position of a Domestic Assistant enables feedback from clients, family members and community organisations. As and when feedback verbal and written has been received, the domestic assistant escalates feedback to the Care Manager for further action when identified.

## 3. Summary of Key Responsibilities

- Support clients within their home, that enhance the client's individual rights.
- Maintain the client's level of independence – physical, social and emotional throughout their daily life activities as assessed and identified in the client's care plan.
- As directed by the Care Manager and documented in the personalised Care Plan, deliver domestic services and domestic assistance to the client.
- Observe and monitor the client and report any concerns or significant changes to the Care Manager.
- Deliver care in accordance with program guidelines and myHomecare policies.

## 4. Key Job Functions

The role of a myHomecare involves the following key job functions:

- 4.1 Deliver Domestic Services and Assistance** - The Domestic Assistant is involved in performing household domestic services and assisting clients with a range of domestic tasks in their home in accordance with the Care plan as directed by the Care Manager.

## 5. Work Environment

### (i). Home care

The nature of home care requires work to be performed in the client's home This is a semi-autonomous working environment and requires the Domestic Assistant to report any concerns or changes in a client's wellbeing to the Care Manager.

It is the Domestic Assistant's Work Health & Safety (WH&S) responsibility to proactively report any changes in the work environment that may present a risk, to the Care Manager immediately.

**(ii). myHomecare Office**

The Domestic Assistant will be required to regularly attend the office for staff meetings and education in-services. It is mandatory to attend all staff meetings and mandatory training sessions to remain compliant for shifts with myHomecare.

If you would like to speak to a member of the myHomecare Office team regarding a particular matter, you will always be welcome. You can contact myHomecare Office on 1300 20 20 03.

**6. Work Performed – Duties / Responsibilities / Skills**

KEY AREAS - PROCESS	MEASURED BY
<p><b>Client Independence</b></p> <ul style="list-style-type: none"> <li>• Individual client care plan provides assessed information to enhance the provision of service required by the client</li> <li>• Involves assisting to maintain the client's independence during services and to this end the client's self-esteem, identity and self-determination is preserved during service provision</li> </ul>	<p><b>Supporting the Independence levels of the Client:</b></p> <ul style="list-style-type: none"> <li>• Independence levels are supported by the DA's awareness of the client's assessed ability levels which enables encouragement, relationship building trust, provision of dignity and respect of client during domestic service and supported assistance delivery.</li> <li>• As directed by the Care Manager (RN) and outlined in the care plan, the DA provides assistance to the client /carer with a high level of skill and confidence to meet their individual needs.</li> </ul> <p><b>Goal oriented person centred care</b></p> <ul style="list-style-type: none"> <li>• The DA delivers domestic services to clients living with dementia with respect and empathy ensuring a 'person- centred' approach.</li> <li>• Ensures all clients' rights and confidentiality are maintained.</li> <li>• Arrives at the client's home in the agreed timeframe or phones the client to advise of any delays.</li> <li>• Maintains professional boundaries when delivering care to clients.</li> </ul>
<p><b>Client Support</b></p> <ul style="list-style-type: none"> <li>• Provide one on one support to client in their home</li> </ul>	<ul style="list-style-type: none"> <li>• The individual client's care plan supports the client's individual needs by stating level of support, the client feels at ease and is comfortable.</li> </ul>

KEY AREAS - PROCESS	MEASURED BY
<ul style="list-style-type: none"> <li>• Meet emotional and psychological needs by providing support</li>   <li>• Provide domestic services and assistance support that is responsive to individual needs</li> </ul>	<ul style="list-style-type: none"> <li>• The client has a clear understanding of the processes that are happening.</li> <li>• Incidents are monitored and reported to the Care Manager when they occur by the DA via the completion of an incident report.</li> <li>• The DA is aware of their scope of practice when performing or assisting clients with their household domestic service's needs.</li> <li>• Use of care plans and documented evidence in client's home or electronic file (dated notes) maintains continuity of services of client.</li> </ul>
<p><b>Mobilising Client</b></p> <ul style="list-style-type: none"> <li>• Conduct all manual handling skills when required for assisting mobility of client</li>   <li>• The individual care plan provides information and levels of assistance, aids and equipment to be used to maintain client and DA safety</li> </ul>	<ul style="list-style-type: none"> <li>• Manual Handling certification principles are applied during service provision at all times. Completion of annual mandatory training for Manual Handling.</li>   <li>• DA only moves client in accordance with the directions stipulated in the care plan.</li> <li>• At all times the DA maintains the dignity, respect and rights of the client during the service provision. Incidents are reported when identified.</li> </ul>

KEY AREAS - PROCESS	MEASURED BY
<p><b>Client Companionship</b></p> <ul style="list-style-type: none"> <li>• DA ensures the clients safety and supervision during the domestic service provision</li> <li>• Care plan provides assessed information to assist with maintaining client's dignity/rights during service</li> </ul>	<ul style="list-style-type: none"> <li>• Client's needs are supported and maintained through awareness of individualised care planning.</li> <li>• DA can maintain the client's dignity, respect and confidentiality while supporting client during domestic service</li> <li>• The client is comfortable and freely communicates with the DA.</li> <li>• Understands dignity of risk and client's right of refusal of services.</li> </ul>
<p><b>Domestic Assistance</b></p> <ul style="list-style-type: none"> <li>• Client's care plan will identify their level ability and tasks which may have become difficult for them to complete independently.</li> <li>• All service provision as identified in care plan is completed within the service allocated time</li> </ul>	<ul style="list-style-type: none"> <li>• DA engages with the client and together commences and completes tasks identified in care plan, which client feels confident to maintain with the encouragement of the DA.</li> <li>• The DA commences and completes service which ensures surroundings are clean and maintained. Duties may include but are not limited to the following: washing, ironing, cleaning the bath, toilet and shower, cleaning kitchen and white goods, vacuuming, dusting sweeping floors and paths.</li> </ul>
<p><b>OHS</b></p> <ul style="list-style-type: none"> <li>• DA is expected to maintain duty of care and scope of practice during all aspects of service and maintain OHS by adhering to the care plan</li> </ul>	<ul style="list-style-type: none"> <li>• At all times safe work practices are observed and practiced.</li> <li>• Reporting of hazards during service. Awareness of PPE requirement to be applied at the time of the service.</li> </ul>

KEY AREAS - PROCESS	MEASURED BY
<ul style="list-style-type: none"> <li>• Identification and reporting of hazards – environmental, mechanical or other are reported during service.</li> <li>• Use of safety equipment when required. Correct manual handling skills used</li> </ul>	<ul style="list-style-type: none"> <li>• DA adheres to individualised care plan to maintain the client safety and maintain duty of care.</li> <li>• Ensure safety of self, client and others assisting for all manual tasks. Manual Handling training to be current.</li> </ul>
<p><b>Staff Responsibilities</b></p> <ul style="list-style-type: none"> <li>• DA is required to maintain regular communication with the Scheduling Team and where appropriate: Care Manager, HR Manager and Recruitment Team</li> <li>• Information and instructions provided is expected to be adhered to and have the full cooperation of the DA</li> </ul>	<ul style="list-style-type: none"> <li>• Promotes and upholds the reputation and professionalism of myHomecare in all conduct and personal appearance.</li> <li>• Attends DA and Team meetings for relevant in-services / education.</li> <li>• Ensures compliance and awareness of safe work practices and Work Health &amp; Safety (WH&amp;S) employee obligations.</li> <li>• Supports myHomecare in its Quality Management System (QMS) by promptly completing 'Continuous Improvement Logs' (CI Logs) and sending into the myHomecare office - <i>compliments, complaints, problems, potential problems, hazards and suggestions.</i></li> <li>• Maintains and has knowledge of and practices Aged Care Quality Standards.</li> <li>• The DA is commenced on a 6 month probation. This involves accepting regular shifts within this period to maintain active status with myHomecare.</li> <li>• Maintains accurate Procura records.</li> </ul>
<p><b>Communication</b></p>	<ul style="list-style-type: none"> <li>• Communicate with your Care Manager / Scheduler as required.</li> <li>• Acknowledgement of all communication received from Care Manager and Scheduling team.</li> </ul>
<p><b>Documentation</b></p>	<ul style="list-style-type: none"> <li>• Maintains up-to-date and accurate documentation relating to the provision of and assistance of services.</li> </ul>

KEY AREAS - PROCESS	MEASURED BY
	<ul style="list-style-type: none"> <li>Ensures all documentation is legible and signed where appropriate in accordance with policies.</li> </ul>
<b>Professional Development / Education</b>	<ul style="list-style-type: none"> <li>Compulsory in-house attendance each year for mandatory training.</li> <li>Participates in online mandatory training through Altura Learning courses as named in Altura as per national framework.</li> <li>Participates in the myHomecare skill validation program and maintains knowledge and skills. This requires attendance of all in-service education provided by myHomecare.</li> </ul>
<b>Organisational / Philosophy of Care – Procedures and Standards</b> <ul style="list-style-type: none"> <li>Comply with all policies and procedures relevant to performing tasks within a client's home</li> <li>The DA must be aware of the procedure of how they and the client will safely exit the premise in the event of an emergency.</li> </ul>	<ul style="list-style-type: none"> <li>Adheres to all myHomecare policies and procedures (including without limitation its Code of Conduct) that myHomecare may have in place and may amend from time to time and program guidelines.</li> <li>Works within the established Values of myHomecare</li> <li>The DA must be aware and acknowledge the client is reliant on them to maintain their safety levels and reduce the risk of injury.</li> </ul>

## 7. Personnel Specification

<b>Qualifications and Licences</b>	<ul style="list-style-type: none"> <li>Current C class Driver's Licence</li> <li>National Police Clearance (within last 12 months)</li> <li>Registered vehicle with vehicle insurance.</li> <li>Smart Phone with internet access.</li> </ul>
<b>Required Employment Experience</b>	<ul style="list-style-type: none"> <li>Recent relevant experience working within Australian Healthcare Sector will be helpful/desirable.</li> <li>Experience in supporting and providing care to people living with dementia and /or a disability would be desirable</li> </ul>

<b>Essential Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Ability to adapt to different environments and cultures by demonstrating flexibility and a passion for a high level of care.</li> <li>• Evidence of a high level of compassion and empathy for the aged, frail and people with a disability.</li> <li>• Demonstrates competence in delivering services that ensures clients are safe at all times.</li> <li>• Trustworthy and high level of personal integrity.</li> <li>• Effective communication and interpersonal skills.</li> <li>• Demonstrates ability to maintain a high level of confidentiality and discretion at all times.</li> <li>• Ability to develop a courteous rapport with others and adept at fostering positive relationships.</li> </ul>
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## 8. Acceptance

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

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

HR Manager: \_\_\_\_\_ Date: \_\_\_\_\_