Blackall Range CARE GROUP LTD.

**Number: PD-0014**

# DOMESTIC ASSISTANT

**POSITION TITLE:** DOMESTIC ASSISTANT
**REPORTING TO:** FIELD TEAM MANAGER
**LOCATION:** FLAXTON, MALENY & NAMBOUR
**STATUS:** PERMANENT PART TIME

## THE ORGANISATION

Blackall Range Care Group Ltd. is a not-for-profit organisation that provides high quality aged care and disability services in the Sunshine Coast region. Services include:

- Personal care and domestic assistance
- Community Access
- Nursing and Allied Health care
- Day Centre
- Flexible Respite Options
- Home Maintenance and Home Modifications
- Transport
- Aids and Equipment

## FUNCTIONS OF THE ROLE

To provide domestic assistance to clients of the Blackall Range Care Group as specified on Domestic Assistance Worksheet and as directed by the Case Manager or Field Team Manager.

## ROLES AND RESPONSIBILITIES

### Organisation

- Works within the role and responsibilities for the position and complies with all organisational policies, regulations and standards, and the Code of Conduct.
- Maintains professional and technical knowledge by participating in training and development activities.
- Represents the organisation as the first point of contact via a range of communication methods.
- Contributes effectively to team effort by accomplishing related results as needed.
- Contributes to the maintenance of the Quality Management Framework (QMF) by ensuring compliance with work instructions and operating guidelines.
- Manages a high level of professionalism at all times.

### Duties and Tasks

- Provide home cleaning to ensure clients' home environment is clean, tidy and hygienic.
- Undertake tasks listed on clients' individual Domestic Assistance worksheet.
- Ensure that the home is left in a safe condition after cleaning.
- Keep appropriate records as required, including keeping own vehicle kilometre records.

### Other

- Ensures a strong customer service focus through responsive, effective customer engagement.
- Contributes effectively to organisational events and activities.

**KEY RELATIONSHIPS**

- Reports to the Field Team Manager.
- Liaises with other professional staff when appropriate.

**KEY SELECTION CRITERIA**

1. Ability to meet the requirements of Criminal History screening procedures.
2. Minimum one year experience in similar position is desirable.
3. Well-developed interpersonal skills.
4. Ability to work unsupervised.
5. Strong time management and organisation skills.
6. An understanding of the principles of client control and choice, and of the overall approach to reablement goals in the delivery of care.