

# Domestic Support Worker

## Service Requirements

<b>Immunisation required (as per NSW Health Policy)</b>	Workers in a role that has significant and regular direct contact with clients, as an integral part of the role must show evidence of immunisation status as per NSW Department of Health Policy and the ADSSI COMPACKS: Application Of NSW Health Directives Procedure.	
	<input checked="" type="checkbox"/> Category A: direct physical contact with clients in a service delivery/clinical setting.	<input type="checkbox"/> Category B: no direct physical contact with clients.
<b>NDIS risk assessed role</b>	Workers in a 'risk assessed' role must have an NDIS Worker Check (or make an application) before they can start work. See the NDIS risk assessed role table in the ADSSI Worker Probity Procedure.	
	<input type="checkbox"/> Yes, this is an NDIS risk assessed role	<input checked="" type="checkbox"/> No, this is not an NDIS risk assessed role
<b>Working With Children Check</b>	<p>Child-related work (including voluntary work) is:</p> <ul style="list-style-type: none"> <li>• providing services for under 18s</li> <li>• where the work normally involves being face to face with children</li> <li>• where contact with children is more than incidental to the work.</li> </ul> <p><a href="#">The legislation</a> lists sectors and services that are child-related work.</p> <p>If the role is not covered in the legislation and ADSSI believe it to be child-related work, application for a determination can be made to the Children's Guardian. This situation can arise if a worker is dealing with confidential records for a child, for example an administration person.</p> <p><a href="#">The Regulations</a> include exemptions to requiring a Working With Children Check, including providing personal care for a child with a disability.</p>	
	Working With Children Check required? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Australian Nationally Co-ordinated Criminal History</b>	New employees and volunteers must provide an Australian Nationally Co-ordinated Criminal History that is less than 12 months old.	
	Australian Nationally Co-ordinated Criminal History required? <input checked="" type="checkbox"/> Yes	
<b>BOAS Transport Safety Employee role</b>	Is this a BOAS Transport Safety Employee role? Position descriptions must include safety responsibilities for all persons involved in transport safety work.	
	<input type="checkbox"/> Yes, this a BOAS Transport Safety Employee role	<input checked="" type="checkbox"/> No, this is not this a BOAS Transport Safety Employee role

## General Requirements

<b>Organisational context</b>	<p>ADSSI Limited is a not for profit company limited by guarantee that provides a range of services to frail aged people, people living with disabilities, and carers of those people to enable them to continue to live independently in the community. Our primary purpose is to make a difference in the lives of people in our communities, particularly the frail aged, people living with disabilities and dementia, their carers and others who may be disadvantaged.</p> <p>ADSSI Limited has offices in Tuggerah (Adssi In-home Support - AIHS); Maitland (Maitland Community Care Services - MCCS), Beresfield (Beresfield Community Care – BCC) and Dungog (Dungog &amp; District Neighbourcare – DDN). In this document the company is referred to collectively as ADSSI.</p>
<b>Organisational relationships</b>	<p><b>Functional area:</b> Maitland Community Care Services</p> <p><b>Position reports to:</b> Team Leader – Home Support</p> <p><b>Positions supervised by this position:</b> Nil</p> <p><b>Key Relationships/Interactions:</b></p> <p>The position regularly interacts with all staff, volunteers, brokerage providers and clients. The role is responsible for building and maintaining an effective Domestic Support Worker profile at ADSSI Limited, Adssi In-home support, Beresfield Community Care and Maitland Community Care Services.</p>
<b>Qualifications and experience</b>	<ul style="list-style-type: none"> <li>• Ability to provide quality cleaning services safely and effectively within a community care environment.</li> <li>• Previous experience working with older people and people with a disability is desirable.</li> <li>• Current NSW driver's license, own reliable car, comprehensive vehicle insurance and a safe driving record.</li> <li>• Apply First Aid Certificate.</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Solution-focused style and approach.</li> <li>• Strong work ethic, integrity and stakeholder focus.</li> <li>• Commitment to innovation and continuous improvement.</li> <li>• Willingness to undergo training in community services</li> <li>• Desire to clean for frail aged people and people with dementia and their carers.</li> </ul>
<b>Before commencing employment</b>	<p>Before commencing employment, the worker must complete the online training listed below, and provide completion certificates:</p> <ol style="list-style-type: none"> <li>1. <b>NDIS Worker Orientation Module called 'Quality, Safety and You'</b> <a href="https://www.ndiscommission.gov.au/workers/training-course">https://www.ndiscommission.gov.au/workers/training-course</a></li> <li>2. <b>What is Dementia?</b> from Alzheimer's Australia. 1 hour. Note: if asked when registering, select the default "NA-Not Applicable" option under "Organisation". Go to <a href="https://dementialearning.org.au/online-learning/online-courses/">https://dementialearning.org.au/online-learning/online-courses/</a></li> <li>3. <b>LGBTI Inclusive Practice for Aged Care eLearning</b> available via ADSSI</li> <li>4. <b>Infection Control:</b> COVID - <a href="https://www.covid-19training.gov.au/">https://www.covid-19training.gov.au/</a> + ADSSI Infection Control Cards</li> </ol>

	Handwashing <a href="https://www.hha.org.au/online-learning/complete-a-module">https://www.hha.org.au/online-learning/complete-a-module</a> <b>5. Manual Handling</b> (included in Orientation)
<b>Key Responsibility Areas</b>	
<b>Vision, Purpose and Values</b>	<ul style="list-style-type: none"> <li>Actively develop and promote the desired organisational culture by ensuring all interactions, documentation and communications align with and support the organisation's vision, purpose and values</li> </ul>
<b>Availability</b>	<ul style="list-style-type: none"> <li>Must be available Monday to Friday from 8am to 5pm.</li> </ul>
<b>Required Competencies</b>	<ul style="list-style-type: none"> <li>Ability to use modern technology: smart phones, apps, email and internet.</li> <li>Understanding of Work Health Safety Act including risk management, manual handling and infection control.</li> <li>Good interpersonal skills and ability to communicate effectively.</li> <li>Good organisational and time management skills.</li> <li>Demonstrated initiative to motivate self to deliver high quality customer service to internal and external stakeholders with a focus on continuous quality improvement.</li> <li>Ability to identify areas of concern and make appropriate recommendations to the relevant coordinator in relation to client service.</li> </ul>
<b>Operational activities</b>	<ul style="list-style-type: none"> <li>Ensure the highest quality of service is delivered to clients in accordance with legislative and regulatory requirements and project guidelines.</li> <li>Deliver high level client services by: <ul style="list-style-type: none"> <li>Providing cleaning services and household tasks within the clients' homes in accordance with established standards and in line with the client's Individual Support Plan. Tasks can include; <ol style="list-style-type: none"> <li>General house cleaning including vacuuming, sweeping and mopping floors</li> <li>Cleaning shower, toilet, bath and hand basin;</li> <li>Emptying kitchen/bathroom bins, dishwashing, wiping down kitchen benches, stove, and sink;</li> <li>Doing laundry including hanging out and bringing in and ironing if needed;</li> <li>The service can include changing sheets, making the bed</li> </ol> </li> <li>Unaccompanied shopping from a client list</li> <li>Assessing hazards in clients' homes and taking steps to minimise, control or eliminate identified risks to ensure a safe environment.</li> <li>Implementing hygiene and infection control policies and procedures which includes: <ol style="list-style-type: none"> <li>Maintaining personal hygiene and dress standard in accordance with ADSSI's infection control requirements and uniform policy.</li> </ol> </li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>b. Wearing personal protective equipment correctly in accordance with organisational requirements.</li> <li>c. Safely disposing of infectious and/or hazardous waste material in accordance with waste management policy and procedures.</li> <li>d. Reporting or initiating action to address potential hazards.</li> <li>e. Follow all ADSSI COVID Safe policies, procedures and precautions</li> </ul> <ul style="list-style-type: none"> <li>• In any interaction with clients ensure always that clients' rights are upheld in accordance with the Charter of Client Rights and ADSSI's Code of Conduct and Ethics.</li> <li>• Ensure services are delivered using a person-centered approach that values independence, dignity and choice.</li> <li>• Deliver services within a wellness &amp; reablement framework.</li> <li>• Report any change in client condition or concern back to line manager</li> </ul>
<b>Administration and reporting</b>	<ul style="list-style-type: none"> <li>• Provide regular updates to the Team Leader – Home Support on achievements and challenges, including corrective, improvement or growth strategies</li> <li>• Refer client complaints to the Team Leader – Home Support</li> <li>• Complete and submit documentation relating to service delivery, rostered shifts and travel in accordance with policy and procedures</li> <li>• Attend all relevant staff, team and supervision and support meetings</li> </ul>
<b>Work Health Safety and the Environment (WHS&amp;E)</b>	<p>While at work, you will actively promote a culture that values a safe and healthy workplace and take all practicable steps to:</p> <ul style="list-style-type: none"> <li>• Comply with the Work Health and Safety Act and Codes of Practice;</li> <li>• Ensure your safety and the safety of others;</li> <li>• Ensure your actions or inactions do not cause harm to any other person;</li> <li>• Ensure that you are familiar with and comply with all health and safety policies and procedures;</li> <li>• Report to management as soon as practicable, any accidents, incidents or hazards arising during your employment;</li> <li>• Report to management as quickly as possible any of your concerns relating to health and safety;</li> <li>• Ensure that incidents, accidents and hazards are identified, recorded and reported following established policies and procedures;</li> <li>• Participate in the ADSSI rehabilitation program.</li> </ul>
<b>Scope</b>	<p>It is not the intent of this position description to limit the scope of this position; it gives an overview of this role. The role may at times be required to work at other tasks and areas as directed by management.</p>