

# Position Description

## Domestic Cleaning Assistant

<b>Responsible to:</b>	BlueStar Area Coordinator
<b>Location:</b>	Primarily in the Municipalities of Glen Eira and Stonnington
<b>Qualifications:</b>	Proven experience in a similar cleaning role

### Primary Objective

To provide a range of high quality home cleaning and domestic services for older people, people with a disability and their carers/family, in accordance with Service Procedures to enhance and maintain the client's independence and quality of life while living at home.

### Organizational Context

Jewish Care, a not-for-profit organization, is the largest provider of aged and community services for the Jewish Community in Victoria. Its Mission is 'To support and enhance the wellbeing of the Jewish Community of Victoria.' It aims to be accessible to all members of the Jewish Community and becoming recognized as the first point of call for support and assistance. It provides a vital 'whole-of-life' range of professional care, services and facilities, including Aged Residential Care, Assessment Referral and Individual Support Services, Community Aged Care Packages, Linkages, Disability, Mental Health, Youth and Family Services and Holocaust Survivors Programs.

### Key Accountabilities

- Undertake domestic tasks including but not limited to general cleaning, vacuuming, dusting, washing and ironing, shopping, cleaning refrigerators, emptying and cleaning bins; preparation and cooking of meals (where food handling certified);
- Support clients to maintain or develop independent living skills by encouraging participation in activities of daily living;
- Be responsible for taking immediate action in an emergency to ensure the safety of clients, themselves and the community;
- Develop an effective, positive and respectful working relationship with clients respecting their cultural values and beliefs;
- Be aware of and follow infection control guidelines;
- Maintain knowledge and skills relevant to position through participation in staff development programs. This includes mandatory training, organizational orientation, OH&S and fire safety as well as professional updates as they occur;
- Represent Jewish Care in a professional manner at all times;
- Maintain client confidentiality and privacy at all times;
- Maintain, record and submit times sheets relating to service hours and work related travel;
- Following risk reporting guidelines including completing documentation and reporting any incidents to your supervisor

### Key Selection Criteria

#### Essential:

- Demonstrated experience working in a similar role and environment
- Understanding of the needs of frail aged people, dementia, people with disabilities and their carers
- Experience in performing a range of household cleaning tasks

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- Ability to prioritize time and organize work to meet time-frames
- Ability to read and write English
- Understanding of the principles of excellent customer service
- Ability to respond appropriately to an emergency situation
- A current food handling certificate is highly desirable

## Key Performance Indicators

- Service delivery is provided in accordance with care plans, tasks lists and in line with service and policy procedures
- Timely reporting of client concerns and any issues
- Development of effective relationships with clients and their carers
- Compliance with Jewish Care values, policies and procedures

## Pre-Requisites

- Australian Police Check (*Jewish Care will facilitate*)
- A current annual flu vaccination and to provide a certificate as evidence
- Jewish Care in some circumstances may request an international police check;
- Commitment to providing professional and safe services to all residents and clients, including children and young people;
- Commitment to creating an environment that ensures our clients are safe and free from abuse, neglect, violence and preventable injury;
- Unrestricted right to work in Australia (*Visa evidence required*)

## Values

- Demonstrates and upholds the Jewish Care Values, Vision and Mission at all times.

## Customer Service

- Providing excellence in support and care at all times;
- To provide customer focused service underpinned by the principles of Choice, Accessibility, Partnership, Independence, Evidence Based, Advocacy and Diversity

## Occupational Health & Safety

- Maintain a duty of care at all times; ensure that work practices and behaviour is not harmful to others;
- To protect own health and safety and that of others whilst at the workplace;
- Comply with Jewish Care Victoria's OH&S policies and processes.

## Other

- Understanding of (or willingness to learn) the specific requirements of the needs of a Jewish not-for-profit organization.
- Attendance at in service education programs as required.

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## Employee Acknowledgement

**Please sign and date to acknowledge you have read and understood this position description.**

Name:

Signature:

Date:

**A signed copy of the position description must be returned to:**

**People & Culture at 619 St Kilda Road, Melbourne VIC 3004 or [P&C@jewishcare.org.au](mailto:P&C@jewishcare.org.au)**



**Jewish Care proudly celebrates and warmly welcomes the rich diversity of our community and strives to be inclusive for all, including the LGBTQI+ community.**