



Our Vision: Older people have access to responsive, high quality aged care services.

Our Mission: Doutta Galla exists to provide access to aged care service options which are affordable and inclusive of people with diverse experiences and backgrounds.

Our Values:



Position Description

Position Title:	Domestic Services Assistant	Position Reports To:	Community Coordinator
Positions Reporting to this Position:	Nil		

Position Purpose:	<p>The position is responsible for the undertaking of domestic services delivered to clients of Doutta Galla West in a manner that is consistent with the standards of service required by Doutta Galla Aged Services. At all times incumbents are required to undertake their duties in a manner that is professional, respectful and providing quality customer service outcomes.</p> <p>Doutta Galla Aged Services Ltd; is a not-for-profit organisation delivering home care and residential services to older people living in Western Metropolitan Melbourne. The Domestic Services Assistant (DSA) will undertake duties under the direction and guidance of the Home Care Services/Community Coordinator. Services delivered to Doutta Galla Aged Services customers must, at all times, be undertaken in a manner that:</p> <ul style="list-style-type: none"> • fosters best practice and effective performance by staff • ensures a safe working and living environment • is cost effective in operation and delivery of services • strives to improve the quality outcomes of services provided to clients • demonstrates excellence in customer service at all times
Dimensions of the Position	<p>This position reports directly to the Home Care Services/Community Coordinator (or their nominee) and will work closely with other support staff, clients and families, in relation to the provision of a range of domestic services to clients in a timely manner that is in accordance with:</p>

	<ul style="list-style-type: none"> ▪ The values, vision, policies and procedures of Dousta Galla ▪ The Care Recipients' Charter of Rights and Responsibilities ▪ The Dousta Galla Employee Code of Conduct & Practice ▪ The National Privacy Principles and Health Privacy Principles <p>It is a requirement of the position for the incumbent to be available for morning and afternoon shifts. It is preferable that the incumbent be available to work a minimum number of four shifts per fortnight to facilitate continuity of services, communication within the organisation and customer service for clients and families.</p>
Qualifications:	<p>Desired but not essential</p> <ul style="list-style-type: none"> ▪ Current First Aid (Level 2).
Skills:	<p>Mandatory</p> <ul style="list-style-type: none"> ▪ Well-developed interpersonal skills, with a genuine interest in working with the elderly within our community. ▪ Current Victorian Driving Licence and access to a reliable vehicle for travel to/from client's homes. ▪ Current Police Check for vulnerable persons. ▪ Must be fit to undertake the inherent physical and cognitive requirements of the position. ▪ Applicants must have access to, and use of, a suitable 'smart' phone for accessing mobile applications required by Dousta Galla. ▪ Adaptable to changing consumer needs and workplace circumstances. ▪ Commitment to the rights and dignity of people in all circumstances. ▪ Proven ability to effectively communicate with consumers and a willingness to be open to learning alternative communication methodologies. ▪ Good numeracy & literacy skills. ▪ Basic computer skills with an ability to use mobile applications. ▪ Good organisational and time management skills. ▪ Reliable, trustworthy and with a high degree of ethics, honesty and integrity.
Experience:	<p>Desired but not essential</p> <ul style="list-style-type: none"> ▪ Previous experience in supporting people (aged and/or disability) in a home or community setting.

Key Responsibilities

The following list gives examples of the type of duties you may undertake. All of these should be done in a manner which encourages service users towards the maximum degree of independence and activity appropriate to their abilities:

- General domestic cleaning and tidying.
- Washing floors and other surfaces.
- Vacuuming and dusting.
- Emptying of domestic rubbish bins.
- Cleaning bathrooms, toilets, kitchens, living rooms, bedrooms and hallways.
- Removing cobwebs from ceilings and walls.
- Laundering sheets, towels and personal clothing, on the premises.
- Changing bedding.
- Any reasonable task requested by the client or Doutra Galla West.

Client Focused High Quality Services:

- Deliver a client focused approach in all service provision and staff behaviours.
- Provide support and assistance to maintain a clean, comfortable, safe, secure and homelike environment for the clients, as per the organisation's policies and procedures.
- Demonstrate understanding of older peoples' health related issues and/or people living with a disability.
- Deliver service that incorporates the clients personal values, needs and wishes in their individual service plans.
- Effective communication skills and excellent interpersonal skills to ensure ability work with clients of differing backgrounds whilst maintaining role and professional boundaries.
- Support the clients' rights to dignity, privacy and confidentiality are strictly maintained at all times.
- Ensure client's established routines; preferences; customs and beliefs are encouraged and facilitated where possible.
- Ensure documentation is maintained as per Doutra Galla policy and procedures.
- Report any changes in client's service needs, health or circumstances in a timely manner and take appropriate action as required.
- Demonstrates genuine passion for providing quality customer service to the clients, visitors and staff.
- Provide support to clients and their families and ensure any queries, comments, complaints, suggestions and / or concerns are raised with the Home Care Services/Community Coordinator promptly, effectively and efficiently.
- Assist in the implementation of continuous quality improvement activities across the Service.
- Advocate for clients as required.

<p>General</p>	<ul style="list-style-type: none"> ▪ Contribute to a harmonious workplace and carry out duties in a cooperative and respectful manner that recognises the role of other team members in the delivery of a quality service. ▪ Proven ability to work under direct and indirect supervision and to participate as an effective team member. ▪ Ability to work effectively, respectfully and cooperatively. ▪ Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others. ▪ Regularly attend and participate in staff meetings as required and ensure meeting minutes, memorandums and information for staff are read and acted upon.
<p>Quality Management</p>	<ul style="list-style-type: none"> ▪ Ensure compliance with Doutra Galla policies and procedures. ▪ Actively participate in continuous quality improvement activities. ▪ Promote and demonstrate open and honest communication exhibiting excellent listening and verbal and non-verbal skills. ▪ Promote Doutra Galla in a positive manner at all times. ▪ Comply with all reporting requirements including incident reporting.
<p>Professional Responsibilities</p>	<ul style="list-style-type: none"> ▪ Recognise the need for and actively participate in mandatory and continuing education and development, including orientation and induction. ▪ Where domestic services duties or issues are unclear or beyond own abilities and qualifications, seek assistance and clarification. ▪ Regularly review and critique own work performance and participate in scheduled performance appraisal. ▪ Comply with all Privacy Legislation requirements and Doutra Galla confidentiality policy when communicating any and all information pertaining to clients, staff and the operations of Doutra Galla.

<p>OH&S</p>	<ul style="list-style-type: none"> ▪ Adhere to Occupational Health and Safety Act and associated policies and procedures; using and maintaining safety devices and personal protective equipment correctly. ▪ Ensure the maintenance of a safe working environment that meets regulatory requirements and undertake all duties in a manner that demonstrates, at all times, due regard for the wellbeing and safety of self, colleagues and clients. ▪ Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and clients. ▪ Use documented risk management process to eliminate or minimise OH&S risks where appropriate. ▪ Respond appropriately to situations of risk or potential risk to the clients. ▪ Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturer's instructions and organisational guidelines, and reports any breakdown or requirements to the Coordinator. ▪ Only use equipment in a safe manner; for the purposes for which it was intended; and in accordance with manufacturer's instructions and guidelines. ▪ Ensure the use of personal protective equipment at all times as required by Doutta Galla policies, procedures and processes. ▪ Actively participate in training and education sessions regarding occupational health and safety. ▪ Understand emergency, fire and evacuation procedures and implement if required. ▪ Report immediately all accidents / incidents in accordance with organisational guidelines and where necessary document in accordance with organisational guidelines. ▪ Identify work processes and practices that are unsafe and/or inefficient and raise these with the Home Care Services/Community Coordinator as soon as possible.
<p>Feedback and Complaints</p>	<ul style="list-style-type: none"> ▪ Facilitate awareness of and access to advocates, language services and other methods of raising and resolving complaints in accordance with Doutta Galla policies and procedures and within scope of role. ▪ Exercise the utmost confidentiality, discretion and sensitivity in dealing with staff, resident or family member, or external provider/agent complaints, issues, requests within area of responsibility in consultation with the Facility Manager / Resident Services Manager.

Physical Requirements of the Position

The following requirements will be needed to carry out the essential elements of the Domestic Assistant role, as outlined in the position description.

The frequency descriptions relate to the following timeframes:

Continuous	= 75% to 100% of the work day
Frequency	= 75% to 100% of the work day
Continuous	= 25% to 75% of the work day
Infrequent	= 0% to 25% of the work day

PHYSICAL DEMAND	FREQUENCY	COMMENTS
Standing and Walking	Continuous	Standing and walking are major components of the position. They are required for the delivery of services to clients and movement around the clients' residences. It will require the ability to fully use both legs on a variety of surfaces.
Sitting	Infrequent	Sitting is required when driving to/from client premises and in the undertaking of duties
Climbing	Frequent	Climbing is required when ascending or descending stairs. It will require the ability to utilise both legs and feet and/or hands and arms. Body agility is required.
Balancing	Continuous	Balancing is required to maintain body equilibrium to prevent falling when walking, standing, crouching and/or lifting whilst carrying out duties/ services for clients and job requirements.
Lifting and carrying (up to 16kg required)	Frequent	Lifting and carrying is required in the movement of objects to/from and around the clients' residences including movement from lower to higher and/or horizontally and/or place to place. It will require the ability to fully use shoulders, both arms and hands.
Pushing and Pulling	Frequent	Pushing and pulling are required to draw, drag, push or tug objects around the clients' residences including but not limited to chairs, tables, and furniture e.g., chairs/sofas.

PHYSICAL DEMAND	FREQUENCY	COMMENTS
Bending and Crouching	Frequent	Bending at waist level in the delivery of services, and whilst carrying out job requirements in the clients' residences. Ability to crouch to floor level when required.
Kneeling	Infrequent	Kneeling will be required in the undertaking of domestic duties.
Reaching and stretching	Infrequent	Reaching and Stretching is required in the undertaking of cleaning duties above and below waist height and to reach for objects in cupboards/on shelves etc. It is also required in the movement of objects in the clients' residences.
Twisting	Frequent	Twisting is required in the undertaking of cleaning duties and in the movement of objects in the clients' residences. The ability to reach in all directions, and to twist at the waist is required.
Grasping/Finger Movement	Frequent	Gripping, grasping and finger movement (pinching, picking, and typing) are required to hold onto objects and in the delivery of services to clients in their residences. It will require the ability to do repetitive motions with hands, wrists and fingers.
Handling and Feeling	Frequent	Handling and feeling are required in the delivery of services, finger dexterity and hand-eye coordination are required, along with full hand and wrist movement, also the ability to perceive attributes of objects or clients by touching with skin, particularly that of the fingertips.
Talking	Frequent	Required for the delivery of services and job requirements. An excellent understanding of the English language is required in the delivery of services to clients and when dealing with other staff. Also the ability to communicate effectively.
Hearing	Continuous	Required for the delivery of services and job requirements. Ability to maintain hearing acuity, with correction, if required, and the ability to hear and understand whispered conversations at a distance of up to 1 meter. Ability to interpret what is being heard.
Vision	Continuous	Required for the delivery of services and job requirements. Ability to maintain 20/20 vision using correction, if required. Ability to see and recognise objects and read documents. Ability to discriminate between colours and to determine depth perception.
Smelling	Continuous	Required for the delivery of services and job requirements. Ability to distinguish odours and identify chemicals and hazards.
Repetitive Motions	Continuous	Repetitive motions of the wrists, hands or fingers, arms/elbows etc may be required when carrying out cleaning duties/gardening duties etc.

Available Assistance

The following assistance will be available to aid in meeting the physical requirements; however, assistance is not limited to this list.

- Orientation program on commencement
- Ongoing education and training, including full instruction on any new equipment purchased
- Policies, Procedures and Guidelines for duties
- Legislative requirements for duties
- Maintenance system to ensure the duties are performed within the Policies, Procedures and Guidelines
- Equipment to be maintained in a safe and functional manner

Equipment

- Mops/Brooms/Brushes
 - Ladders
 - Step Stools
 - Commode Chairs
 - Safety equipment e.g., gloves
- Pre-purchase trials and evaluation of equipment to ensure optimal purchase of goods and supplies
 - Tracking Systems
 - Assistance from other staff
 - Effective Committees where staff can participate.

Date Issued	Chapter	Section/Document	Revision Number	Page Number
November 2023	HR	HR C3 S6 PDs	2 - 31/05/19	Page 8 of 9

Acknowledgement

- I have read this position description and agree to undertake the duties and responsibilities as listed above.
- I understand I am responsible for ensuring I undertake my duties in compliance with the Aged Care Quality Standards and any relevant Aged Care legislation.
- I understand I am responsible for ensuring I undertake my duties in compliance with the NDIS Practice Standards where required.
- I understand this position description is subject to review and amendment at any time, as appropriate and approved by HR and/or Doutta Galla management.
- I also acknowledge that I may be required to undertake additional duties and responsibilities from time to time that are not detailed above.
- I have read and understood the Doutta Galla Code of Conduct.

Name: _____

Signature: _____

Date: _____