

**POSITION DESCRIPTION – Home Care/Support Worker Support at Home****Part 1 – Expectations for Your Role**

Position	Home Care/Support Worker - Support at Home
Service / Program	Older Adults
Industrial Instrument	SCHADS - Social, Community, Home Care and Disability Services Industry Award 2020
Instrument Classification	VIC Home Care Worker SCHADS Home Care - Aged Care Level 3 NSW Support Worker SCHADS Social and Community Services Level 2
Reports to	VIC Clinical Team Lead Support at Home NSW Team Lead Support Workers
Effective Date	August 2026

Key Deliverables

- Provision of care and services in line with customer care plan
- Providing personal care - helping with showering, dressing, grooming
- Helping around the home - meal preparation, bed making, washing and light house cleaning
- Providing transportation to appointments and assisting with shopping
- Reminding/prompting a customer to take their medication.
- Reporting concerns/changes in customers health, welfare to the line manager
- Ensure services are of a high quality; promote wellness and reablement and comply with relevant legislative and compliance requirements.
- Proactively identify and report service hazards and risks
- Participation in meetings, audits, performance review, and training
- Actively promote customer feedback
- Support the team to achieve quality outcomes and business continuity.
- Maintain accurate record keeping including information regarding services to customers, feedback from customers and feedback on service improvement.

Skills and Experience

- Basic literacy, numeracy, computer skills
- Highly developed interpersonal skills, with the ability to develop and nurture positive and on-going relationships with customers and team members.
- High level of sensitivity and understanding of issues that impact older adults.
- A strong commitment to advocacy and the rights of older adults
- Ability to work unsupervised, manage set tasks within people's home in the time allocated and navigate between different geographic locations.
- Experience in cleaning and supporting Older Adults in a community setting.
- Strong understanding of service risks in the home care environment
- Strong understanding of the Aged Care Quality Standards; Open Disclosure; The Aged Care Code of Conduct and The Aged Care Serious Incident Response Scheme (SIRS).



Qualification/Registrations/Licences

- Certificate 3 in Aged Care/Individual Support/Home and Community (Aged)
- Level 2 First Aid certification
- Infection Prevention and Control Training
- Manual Handling Training
- Food Handling Certificate
- Current state-based Driver's Licence
- Registered and roadworthy vehicle with minimum third-party car insurance
- Current National Criminal History Check
- Current "Employee" Working with Children Check
- Not on the Aged Care Quality and Safety Commission Banning Order Register

Physical Requirements

- Office Environment: Ability to sit for extended periods and use office equipment.
- Data Entry: Capability to type and handle administrative tasks.
- Office Mobility: Ability to move around the office and attend meetings.
- Light Lifting: Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- Visual & Auditory: Ability to read documents and communicate effectively in person and via phone/video.
- Travel: Ability to travel to other Each location's and visit customers in their homes and out in the community

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.

**POSITION DESCRIPTION - Employee****Part 2 – Expectations for Our Team**

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

An Each employee is responsible for:

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria**Skills & Behaviours**

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.



- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.