

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

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

Key Deliverables

- Provide care and services in accordance with the customer care plan.
- Deliver personal care, including assistance with showering, dressing, and grooming.
- Support with daily living tasks such as meal preparation and light house cleaning.
- Provide transportation to appointments and assist with shopping needs.
- Remind or prompt customers to take their medication as prescribed.
- Report any concerns or changes in a customer's health or welfare to the line manager.
- Ensure services are delivered to a high standard, promoting wellness, reablement, and compliance with legislative and regulatory requirements.
- Proactively identify and report hazards and risks to maintain a safe environment.
- Participate in team meetings, audits, performance reviews, and training sessions.
- Actively encourage and promote customer feedback to improve service delivery.
- Support the team in achieving quality outcomes and ensuring business continuity.
- Maintain accurate records of services provided, customer feedback, and suggestions for service improvements.

Skills

- Basic literacy, numeracy, and computer skills.
- Highly developed interpersonal skills, with the ability to develop and nurture positive and ongoing 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 homes in the time allocated, and navigate between different geographic locations.

Experience and Knowledge

- 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 Disability Insurance Scheme Check (as required)
- Not on the Aged Care Quality and Safety Commission Banning Order Register

Physical Requirements

- Able to walk upstairs
- Physically able to do all aspects of physical care
- Ability to travel between Each locations
- Lift and carry up to 5 kg (e.g., laptops or office supplies).

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.