

Position Description

Position Title	Domestic Assistant - Home Care
Position Number	30009524
Division	Community and Continuing Care
Department	Community Home Care Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
Classification Description	Health Care Worker G1
Classification Code	IN37
Reports to	Manager
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Domestic assistant, as part of the Home Care team, provides a valued and key service in delivering high quality support for clients in the community. The role includes supporting our consumers to maintain their independence, enabling them to maintain their quality of life while still living in their own homes, and actively facilitate their engagement within the local community.

Support services are primarily provided in the home. Services delivered include:

- Short term support for people eligible for Commonwealth Home Support Programme (CHSP) or Home And Community Care Program for Younger People (HACC PYP)
- Domestic assistance, social support through shopping assistance and assistance with attending appointments
- Encouraging a reablement approach to tasks performed
- Ongoing support for people who receive a Home Care Package (HCP)
- Short term support for people returning home following an admission to hospital
- Support services for people receiving Community Palliative Care

The position requires that the worker maintains their own vehicle for employment purposes through:

- Annual Vehicle safety check
- Comprehensive Insurance.

Responsibilities and Accountabilities

A domestic Assistant maintains a safe, secure and hygienic home environment for the consumer and refers to general house cleaning and basic shopping.

Key Responsibilities

Accountability and Extent of Authority

- Ability to work within the scope of the service and according to clients care/service plan and Bendigo Health policies with the Commonwealth Support Program (CHSP)
- Ability to work under limited supervision, as rostered, to satisfactorily complete all general work requirements
- Ability to complete all documentation in an accurate and timely manner
- Accountable for delivering a customer-focused, empathetic service to assessed clients
- Responsible for attending client bookings on time or advising Team Leader of any changes in a timely manner
- Responsible for reporting to the Team Leader any concerns or issues regarding clients or tasks
- Ability to work in a team environment and work individually under routine supervision
- Responsible for assuring the quality of work performed
- Performs broad tasks involving the utilisation of a range of basic skills.

Judgement and Decision Making

- Undertake home and equipment safety assessments and daily checks to ensure a safe working environment

- Notify Team Leader regarding changes outside the scheduled care plan as per the program protocols
- Is aware of own abilities and limitations, identifies learning needs and seeks guidance as necessary
- Report any unsafe situations/incidents (including near misses).

Organisational Responsibilities

- Participate in team/department/organisational meetings
- Participate in staff development and training
- Participate in service development
- Other duties as determined by the Team Leader and/or Manager.

Physical Requirements for the Role

- Driving to and between consumers' homes
- Tasks that involve reaching, squatting, pushing, pulling, bending and carrying
- A condition of employment will be a successful fit for role assessment arranged and paid for by Bendigo Health.

Key Selection Criteria

Essential

1. Current First Aid Certificate and maintained for duration of employment (BLS ongoing is provided by the organisation)
2. Knowledge of the duties and commitment to older people to maintain client independence in continuing to live safely in their home
3. The ability to carry out a broad range of tasks, according to the rostered service provision and care/service plan that are socially and culturally appropriate and free from discrimination
4. Good communication skills including written, verbal and listening
5. A flexible approach to delivery of a range of client services

Desirable

6. Experience in delivering Domestic Assistant duties in a paid role or have commenced Certificate III or IV in Aged Care/Individual Support or Certificate IV in Disability or equivalent.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.

- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.