



livin' well

**RE: POSITION VACANT
DOMESTIC TEAM MEMBER – SUPPORT AT HOME
PERMANENT PART TIME / CASUAL**

Thank you for your expression of interest in the role of Domestic Team Member – Support at Home with our organisation. This role is focused on providing domestic assistance for our clients so they receive the support they need to remain living happily in their home and community for the fullness of their life.

Liberty Community Connect supports people on the Gold Coast by providing a vast array of services to more than 500 clients/participants ~ the elderly and adults who live with a disability. We are proudly an independent 'boutique' service provider making a positive difference, promoting client independence, providing quality care and flexible services that respect the individual. Please refer to our website www.libertycommunity.org.au for more information on Us.

Applications can be submitted via the "Apply Now" link on the job advertisement website. Alternatively, enquiries and applications can be forwarded to melissa@libertycommunity.org.au. When submitting your application please include your current Resume and a cover letter highlighting how your skills and experience align with the duties of the Position, and the position you are applying for.

Applications will close once a suitable candidate is found.

Good luck on your application!

Yours sincerely,

Ruth Clark
Chief Executive Officer

Liberty Community Connect Inc.

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Supported by the Australian Government Department of Health

DOMESTIC TEAM MEMBER

PRIMARY ROLE and PURPOSE

The role is responsible for assisting people who are elderly, adults with a disability and/or their carers by delivering innovative high quality domestic support services and doing shopping/errands for clients.

These duties will complement Liberty's approach that services and support will offer choice and flexibility ensuring that individual needs and goals are met with a vision of health and wellness.

KEY SELECTION CRITERIA

Essential

As per the Position Description –

- All requirements as outlined under Qualifications and Experience, and Conditions of Employment (verification required)
- Demonstrated knowledge, skills and abilities as outlined in Key Accountabilities and Duties
- Demonstrated physical capacity to perform the duties of the position as required
- Previous cleaning experience
- Driver's Licence in state of residency
- Reliable smart phone compatible with Liberty's rostering and other web-based applications

Desirable

- Sound knowledge of the Gold Coast region
- Experience working in the aged, disability or community care sector, preferably in a community organization providing home and community care
- Knowledge of the Alayacare App
- Reliable and comprehensively insured vehicle

Personal Attributes & Qualities

- Strong work ethics.
- Solution Focused
- Attention to detail and accuracy
- Professional presentation
- Positive and professional attitude
- Client and community focus, and
- Works effectively in a team.

POSITION DESCRIPTION

Position title	Domestic Team Member – Support at Home	Created	September 2022
Classification	Liberty Community Connect EA 2017 Schedule A (Level 2 -3)	Last reviewed	March 2024
Tenure	<input type="checkbox"/> Permanent Part Time <input type="checkbox"/> Casual	Location	Gold Coast
Reporting Hierarchy	Team Leader : Services Services Manager General Manager - Services		
Authorised by	Chief Executive Officer		

1. QUALIFICATIONS and EXPERIENCE

- 1.1 Expertise and competence sufficient to undertake the range of duties required;
- 1.2 Demonstrated ability to interact, motivate, inspire and support people to meet their goals;
- 1.3 Demonstrated cleaning experience; and
- 1.4 Demonstrated good standard of proficiency in technology skills (e.g. mobile device, phone, computer) with accuracy in data entry.

2. CONDITIONS of EMPLOYMENT

- 2.1 NDIS Workers Clearance;
- 2.2 CPR and First Aid qualifications;
- 2.3 Driver's licence in the state of residency;
- 2.4 Reliable and operational smart phone suitable for the operation of rostering and other applications.
- 2.5 Skills, knowledge and physical capacity to carry out role.
- 2.6 Vaccinations as directed/mandated by Public Health Authorities/Government.

3. HOURS of EMPLOYMENT

- 3.1 Part time employees work regular hours which are less than 76 hours per fortnight but more than 16 hours per fortnight, flexible to meet the needs of Liberty and within the requirements of the Liberty Community Connect Enterprise Agreement.
- 3.2 Casual employees are engaged for less than 38 hours in any week and are employed by the hour, with a two hour minimum engagement on any work day, flexible to meet the needs of Liberty and within the requirements of the Liberty Community Connect Enterprise Agreement – 2017.

4. KEY ACCOUNTABILITIES and DUTIES

4.1 Section 1 – Duties /_Skills

- 4.1.1 Provide services to clients to maintain the safety and cleanliness of their home and assist them in other daily living activities and/or doing shopping/errands for clients;

- 4.1.2. Build on client's strengths, capacity and goals to enable them to remain safely in their own home;
- 4.1.3. Maintain knowledge of client support needs by reviewing care plan, client coordinator notes and risks prior to service delivery;
- 4.1.4. Observe clients and their environment during service delivery and report any changes or concerns via observation reporting processes;
- 4.1.5. Transport team member to locations around the Gold Coast to carry out service delivery with a high level of safety and comfort;
- 4.1.6. Maintain an excellent driving record, and excellent knowledge of Queensland Road rules;
- 4.1.7. Consult regularly with Team Leader – Services, Services Manager, or General Manager – services on work performed and services delivered;
- 4.1.8. Support new staff to gain an understanding of tasks and Liberty processes as required;
- 4.1.9. Immediately report hazards and/or near misses to a Manager;
- 4.1.10. Complete organisational and other documentation in a timely and effective manner – e.g. reports, client observations;
- 4.1.11. Approach service delivery and duties with a high level of:
 - 4.1.11.1. Customer service,
 - 4.1.11.2. Problem solving, negotiation and decision making,
 - 4.1.11.3. Time management and organisation,
 - 4.1.11.4. Working autonomously and/or as an effective part of a team; and
- 4.1.12. Use technology to access schedules, report observations and incidents, complete training and access applications to carry out other Liberty processes.

4.2. Section 2 – Client Relations

- 4.2.1. Utilise every opportunity to promote each client's highest level of involvement in daily activities;
- 4.2.2. Establish and maintain a professional relationship with clients;
- 4.2.3. Demonstrate commitment to ensuring clients are an active participant, rather than a passive recipient of services;
- 4.2.4. Respect clients and carers rights to privacy, confidentiality and individuality and ensure these rights are followed in line with organisational requirements; and
- 4.2.5. Be client focused, with a good understanding of the role and responsibilities in meeting the needs of clients and their carers in delivering services, support, opportunities and choice.

4.3. Section 3 – Communication

- 4.3.1. Liaise effectively with clients, carers, volunteers, staff, management, and all contacts and stakeholders of Liberty;
- 4.3.2. High level of demonstrated respectful communication skills – both written and oral; and
- 4.3.3. Constructively manage and resolve conflict.

4.4. Section 4 – Organisational Requirements

- 4.4.1. Report to and accept direction from the Team Leader – Services; Services Manager, and General Manager – Services;
- 4.4.2. Adhere to the Mission, Vision and Values of Liberty Community Connect and its policies, procedures, operational processes, position description, Code of Conduct/Confidentiality Agreement, Dress Code and Enterprise Agreement;
- 4.4.3. Demonstrate understanding of the purpose and standard of services delivered by Liberty;
- 4.4.4. Ensure quality service provision, actively participating in the continuous quality improvement process;
- 4.4.5. Complete all forms, records, training, and documentation in a timely and effective manner;

- 4.4.6. Act promptly on any, accidents, problems with service delivery, or changes in client/carer health or circumstances, reporting as necessary to the Services Manager or General Manager – Services;
- 4.4.7. Obtain emergency help or administer first aid when required;
- 4.4.8. As appropriate, promote the services of Liberty;
- 4.4.9. Attend and contribute to meetings and complete training as required; and
- 4.4.10. Abide by:
 - 4.4.10.1. WH&S procedures and exercise appropriate duty of care to ensure a safe working environment is maintained,
 - 4.4.10.2. Fire safety, evacuation, manual handling techniques and other emergency procedures, and
 - 4.4.10.3. Infection control, food safety, safe food handling and hygiene practices; and
- 4.4.11. Other duties as directed by the Senior Leadership Team.

OUR WELLBEING EXPERIENCE

The Liberty Experience is our unique point of difference in the world and it forms the basis for the strategic direction for all future Liberty messages. Our brand essence centres on the six aspects that make up the Liberty Well-Being Experience. This is defined in the following statements.

- CONNECTION - Recognising that people need people. Wellbeing is enhanced through strong relationships. Connection is about being treated fairly, being involved in the community and belonging.
- INDIVIDUALITY - Recognising and celebrating our differences. It is about feeling good about yourself and what makes you unique and finding your place. Liberty is passionate about adjusting services based on the individual needs of our clients and ensuring that all people have found their place.
- VIBRANCY - The Liberty wellbeing experience is about "Lovin Life". When we are enjoying life, we begin to engage completely in the present moment. It is about having energy and vitality, and getting the most out of your experiences.
- ACCOMPLISHMENT - Feeling a sense of accomplishment and being able to use your abilities. It is about the freedom to decide what you will do and how you will live your life.
- PURPOSE - Being involved in something bigger than ourselves. It is about looking at what you do and realising you are valuable and what you are doing is worthwhile. Liberty recognises the importance of being meaningfully involved in the community.
- SATISFACTION - The Liberty wellbeing experience is about freedom to explore possibilities that are important to you.

ACKNOWLEDGEMENT by EMPLOYEE / WITNESSED

I understand and accept the role, responsibilities, and duties of the position:

Signed by Employee

Signed by Witness

Name :

Name :

Date