

POSITION DESCRIPTION

Position	HOME CARE WORKER
Classification	Social, Community, Home Care and Disability Services Award, Level 2
Location	Nundah, Qld
Reports to	Operations Manager
Direct Reports	None
Employment Type/Term	Permanent, full-time, 38 hours per week (includes weekends - days and hours neg)
Date	February 2023

ORGANISATIONAL CONTEXT:

The Sisters of Saint Joseph of the Sacred Heart (SOSJ) continue God’s mission by immersing themselves in the midst of life to empower others and bring hope. Education, in its broadest sense, remains their main work. Founded in 1866, the organisation operates as a registered charity with central offices in Sydney, Regions in Australia, New Zealand, Ireland and a presence in some other countries.

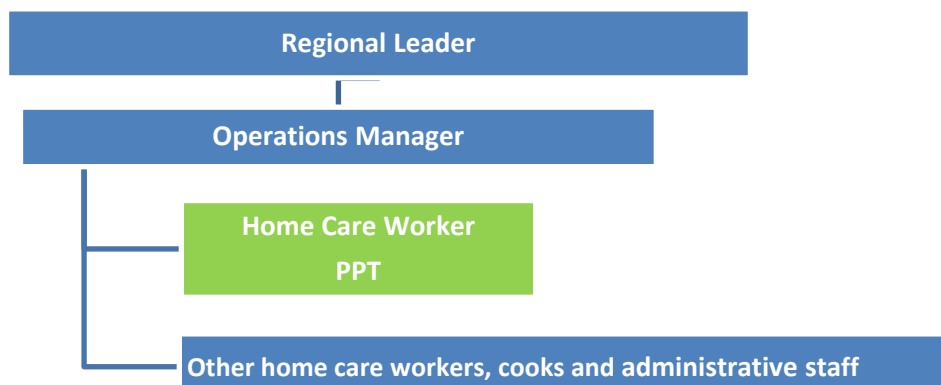
The Congregation is governed by the Congregational Leader and her Leadership Team. Each region is led by a Regional Leader supported by her Leadership Team. The Congregation’s Leadership team is assisted in its administration by the Central Administration Services (CAS) Team located in North Sydney.

The Sisters of Saint Joseph first arrived in Queensland on December 31, 1869. The sisters are a vibrant group of women committed to living the Gospel in a Josephite way and have been active in all areas of the State from Mount Isa and Quilpie in the west, Chillagoe in the north, the Gold Coast in the south and many places in between. The current ministries of the sisters include education, parish ministry, rural ministry, aged care, spirituality and hospitality.

The Nundah Convent is the home of Sisters in Nundah, Qld. There are usually 16 permanent residents with a further 2 places available for offering hospitality to visitors and/or Sisters who may be recuperating from illness.

SOSJ values and respects children and is committed to the safety of children. SOSJ has a zero tolerance for adult and child abuse or mistreatment. All employees have a responsibility to commit to a culture of safeguarding. This includes completing safeguarding induction training and possibly ongoing safeguarding training.

ORGANISATION CHART:



BASIC ROLE PURPOSE:

The Home Care Worker provides cleaning and housekeeping services to the Sisters of Saint Joseph at St Joseph's Convent and Queensland Administration Centre.

The incumbent is expected to act in a manner consistent with the ethos and mission of the Sisters of Saint Joseph of the Sacred Heart.

KEY ROLE ACCOUNTABILITIES:

In carrying out the role, the Home Care Worker is required to meet the following key accountabilities:

1.0 Ethos and Mission

- 1.1 Uphold, through word and deed, the ethos and mission of the Congregation of the Sisters of Saint Joseph.
- 1.2 Ensure work activities are in accordance with the ethos and mission of the Sisters of Saint Joseph.
- 1.3 Demonstrate a commitment to a deepening understanding of the spirit of the Congregation of the Sisters of Saint Joseph.
- 1.4 Actively support the Sisters of Saint Joseph and their Mission.
- 1.5 Establish and maintain harmonious working relationships with colleagues and Sisters in the Congregational Administration Services team and regional offices.
- 1.6 Contribute to a climate of hospitality and welcome.

2.0 Position Responsibilities

The Home Care Worker is responsible for a variety of tasks including, but not limited to:

- 2.1 Cleaning of the dining room, including cleaning up after meals.
- 2.2 Cleaning of kitchen.
- 2.3 Assisting with the cleanliness and hygiene of the premises and detecting current and potential hazards.
- 2.4 Re-stocking of Sisters' facilities and community areas.
- 2.5 Laundering of linen.
- 2.6 Cleaning of apartments and offices.
- 2.7 Cleaning of common areas.
- 2.8 Reporting maintenance required and incidents.
- 2.9 Responding to the emergency phone that Sisters call if they require assistance and follow emergency procedures.

3.0 Values

- 3.1 Actively contribute to team meetings.
- 3.2 Contribute to effective communication.
- 3.3 Demonstrate loyalty to professional colleagues.
- 3.4 Maintain confidentiality of Congregational information in accordance with policy and employment contract obligations.
- 3.5 Actively demonstrate behaviours consistent with the SPIRIT values (Supportive, Positive, Inclusive, Respect, Integrity and Trust).

4.0 Quality Administration

In consultation with the Operations Manager:

- 4.1 Establish and maintain performance standards for relevant functions.
- 4.2 Respond to customer feedback on improving processes and procedures.
- 4.3 Maintain administrative accuracy and due attention to detail.

5.0 Professional Development

- 5.1 Evaluate personal and professional performance and undertake personal and professional development activities.
- 5.2 Participate in the performance review/feedback process.

6.0 Work Health Safety (WHS)

- 6.1 Maintain duty of care of own health and safety and all others in the workplace.
- 6.2 Comply with workplace WHS policies, procedures and protocols.
- 6.3 Report workplace hazards and risks to employer.
- 6.4 Undertake WHS training as required.

7.0 Other

- 7.1 Engage in other duties commensurate with skills and experience and within the scope of this role.
- 7.2 Follow legal requirements and Congregational policies and procedures.

8.0 Key Performance Indicators

Function	Performance Indicators
1. Ethos and Mission	Evidence of active support for the work of the Congregation and its Mission
2. Role responsibilities	Evidence of quality performance and assistance in: <ul style="list-style-type: none"> • maintaining cleanliness and hygiene • detecting current and potential hazards. • laundering of linen and cleaning of apartments.
3. Customer service and teamwork	Evidence of service delivery to agreed standards and positive feedback from stakeholders received.
4. Contribution to culture and values	Evidence of effective collaborative, professional relationships and communication within team.
5. Quality administration	Evidence of timely and accurate documentation and records

6. Professional development	Evidence of engagement in appropriate professional development and application to role
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9.0 Qualifications, experience and competencies

- 9.1 Demonstrated experience in a supported care environment.
- 9.2 Experience in domestic/commercial cleaning.
- 9.3 Effective interpersonal and conflict resolution skills.
- 9.4 A positive and caring attitude.
- 9.5 The ability to work independently and with initiative and flexibility.
- 9.6 An understanding of the principles of privacy.

Successful applicants will be required to consent to a national criminal history check in in line with our Compliance Check Policy and be fully vaccinated as per our Vaccinations Policy.

I confirm that this position description is an accurate reflection of the responsibilities of this position:



Manager

2-2-2023

Date