



## HOME SUPPORT WORKER - DOMESTIC SERVICES/CLEANING

Lifebridge is currently seeking Home Support Workers to provide quality home and domestic care based on the assessed needs of our customers that promotes their quality of life and enhances their ability to maintain their independence and remain in their homes. We are seeking driven professionals who are passionate about providing high quality, person centred services for our customers.

This is a casual position servicing Northern NSW, primarily in the Murwillumbah area.

Lifebridge is an equal opportunity employer and we encourage those of Aboriginal and Torres Strait Islander descent to apply.

### Key Outcomes / Accountabilities

- Provide quality care to Lifebridge customers as outlined in the Customer Care Plan and in accordance with the organisations policies and procedures.
- Deliver exceptional customer care and customer service using a person centred approach.
- Provide domestic assistance in the customers home which may include: dusting, vacuuming, sweeping, mopping, meal preparation, cleaning indoor windows, washing dishes, changing bed linen, laundry, ironing, unescorted shopping, cleaning bathroom/toilets and cleaning inside fridges.
- Perform tasks as defined in the Customer Care Plan including in-home respite, social support, domestic assistance, transport to appointments, personal care, shopping and meal preparation.
- Monitor/observe customers wellbeing and health status and promptly report any changes or concerns to your immediate supervisor.
- Provide a high standard of customer service and establish and maintain effective working relations with customers and carers.
- Provide services in a timely and accurate manner in accordance with agreed roster and which may include shifts on weekdays, weekends and planned or emergency services.
- Complete and maintain all relevant customer and Lifebridge documentation in a timely and accurate manner.
- Commence shifts and attend customer homes at agreed times or phone the customer to advise of delay and approximate arrival time.
- Act and communicate in a responsive, respectful and professional manner at all times when dealing with Lifebridge customers and staff.
- Comply with Lifebridge policies, procedures, standard operating procedures, guidelines and workplace health and safety requirements at all times.
- Actively participate in orientation, work related training, meetings, workshops and ongoing learning activities as required by the organisation.

### Selection Criteria

- Experience in providing a range of domestic supports to clients (or equivalent).
- Demonstrated understanding of client centred, community based home care services.
- Effective interpersonal and written communication skills, including sound computer skills.
- Ability to demonstrate and practice excellent customer service.
- Advanced time management and task prioritisation skills.
- Ability to work independently and with minimal supervision.
- Cooperate and work effectively as part of a multi-disciplinary service delivery team.
- Road worthy vehicle with Comprehensive or Third Party Property Damage motor vehicle insurance.
- Current Drivers Licence.
- National Police Check.
- NSW Working With Children Check.

**To apply for this position please address the selection criteria, provide a cover letter and your resume to [Human.Resources@lifebridge.org.au](mailto:Human.Resources@lifebridge.org.au)**

**Applications Close: 5pm Wednesday October 10, 2018**