

POSITION TITLE: Domestic Assistant	REPORTING TO: General Manager, Home Care
Division: Home Care	TYPE OF ENGAGEMENT: Full Time/Part Time/ Casual
Location: State	NUMBER OF DIRECT REPORTS: Nil
Role purpose	
<p>Your role as a Domestic Assistant delivers personalised support that helps clients maintain their well-being and independence at home.</p> <p>With a practical and positive approach, you assist clients in maintaining function and ensuring their homes remain clean, safe, tidy, and presentable.</p> <p>Your role also involves monitoring the client and their environment, recognising and reporting any changes in needs, while respecting their choices. You engage with clients and their families professionally and warmly, ensuring they feel safe, valued, and confident in our care.</p>	
Role Responsibilities	
Provision of Care and Services	
1. Supporting residents	
<ul style="list-style-type: none"> Domestic Assistants are responsible for the provision of services to support the client to keep their home environment, clean, functional and safe in accordance with their individualised care plan. Duties will vary for each client in accordance with their assessed, individual needs but may include Cleaning and tidying of household areas including kitchen, bathroom, living room and bedroom <ul style="list-style-type: none"> Linen changes and bed-making Sweeping, vacuuming, mopping and dusting Spot cleaning Emptying rubbish bins Assistance with laundry Meal preparation Unaccompanied shopping care of indoor pot plants Observing general client well-being and reporting changes in needs, health or wellness, or incidents occurring during the provision of domestic assistance services Observing the client environment and reporting risks, and hazards related to safe care or client safety Maintaining accurate and objective records of services where required 	
2. Build positive care relationships.	
<p>Clients depend on Regis, and particularly our Domestic Assistants to provide a high level of practical support and genuine care. As such it is essential that you commit to providing services to ageing people in a way that preserves their dignity and independence and improves their quality of life. You will uphold the Regis values in all your relationships by:</p> <ul style="list-style-type: none"> Building highly supportive and positive relationships with the client and their family/representatives Demonstrating a genuinely caring attitude within the boundaries of a professional relationship Demonstrating a high level of respect, empathy, cultural safety and sensitivity at all times Listening to client (or representative) request and follow all reasonable directions about how tasks are to be completed in the home. Maintaining client confidentiality and privacy Being optimistic, positive and encouraging Reporting issues, concerns or changes in needs promptly and objectively 	

<ul style="list-style-type: none"> Contributing to, and participating in the development of care and service solutions to meet individual needs Recognise, respond and report client feedback, including complaints and compliments 	
3. Teamwork and continuous improvement	
<ul style="list-style-type: none"> Maintaining a high level of care is a team effort. Much of your work is autonomous however you are required to work as a member of the broader Home Care team. You will: Communicate clearly and promptly when your personal circumstances change (i.e. availability, change of personal details) Be punctual and reliable in your attendance and can be counted on to perform dependably Attend and contribute to team meetings Be helpful, supportive, cooperative and willing to share ideas, information and knowledge for the benefit of the team, our clients and our business. 	
4. Participates in training and professional development	
<ul style="list-style-type: none"> Mandatory training and professional development are part of our commitment to being lifelong learners and ensuring our practice evolves with community expectations. Home Support workers are required to Meet all mandatory training requirements. Participate in periodic training to maintain and build skills and knowledge. Participate in the performance review and development planning process. 	
5. Work Health & Safety	
<ul style="list-style-type: none"> To support the safety of our clients and our team, home support workers are required to Participate in the Home Care regional WHS forums. Contribute to client safety, risk minimization and safe work activities within the practice setting including taking active steps to anticipate risks to the client and managing these within your scope of practice. Report incidents and/ or hazards on the same day they occur Participate in incident investigations to ensure corrective actions prevent re-occurrence at the site Adopt safe manual handling processes to ensure staff and client safety Work in accordance with the Regis Work Health and Safety Policy and all safe work procedures that apply to your role 	
ATTRIBUTES ESSENTIAL FOR SUCCESS	
Qualifications/Experience /Special Requirements	Qualifications/Experience Experience in the provision of domestic cleaning Special requirements Current driver's licence Current First Aid Certificate Reliable, registered and insured vehicle
Experience, skills & competencies	A warm and caring nature The ability to work autonomously and as part of a team A positive and practical attitude Strong communication skills Confidence and ability to use smartphone technology, including email and videoconferencing applications
Indicative days & hours of work	Rosters and working hours will be managed in accordance with the SCHADS Award, including the span of hours, minimum engagement, and rest break entitlements.

Industrial Instrument	<p>This position is covered by the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS Award).</p> <p>This role is classified under the SCHADS Award as a Home Care Employee Level 1 or 2, depending on the range of duties performed.</p>
General Information	<p>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 as an exhaustive list of all responsibilities, duties and skills required. Regis reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.</p>
Date	30 th June 2025