

Day Program Support Worker Job Description

A comprehensive job description template
for Australian health and care businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and health care industry practices at the time of publication. You should review and tailor this template to suit your business, facility type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

Table of Contents

1. Position Overview	3
2. Key Responsibilities	3
3. Required Skills and Attributes	5
4. Qualifications and Requirements	6
5. Working Conditions	6
6. Award Information	7
7. Expected Behaviours	7
8. Application Process	8

1. Position Overview

1.1 Position Title

Day Program Support Worker / Day Centre Worker / Program Support Officer

1.2 Position Summary

The Aged Care Worker provides high-quality personal care and support to elderly residents in aged care facilities or retirement communities. This role involves assisting with daily living activities, monitoring health and wellbeing, providing companionship and ensuring residents maintain their dignity, independence and quality of life.

The position requires compassion, patience and strong interpersonal skills, along with the ability to work effectively as part of a multidisciplinary care team. Aged Care Workers must follow care plans, observe and report changes in resident condition and provide emotional support to residents and their families.

1.3 Reporting Structure

This position reports to:

- Registered Nurse (RN) / Clinical Care Manager
- Care Services Manager / Director of Nursing
- Facility Manager / General Manager

1.4 Employment Type

This position is available as:

- Casual (variable shifts based on facility needs)
- Part-time (regular rostered shifts)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Personal Care Assistance

- Assist residents with showering, bathing and personal hygiene
- Support residents with dressing and grooming
- Provide assistance with toileting and continence management
- Help residents with mobility and transfers using appropriate equipment
- Support residents during mealtimes including feeding assistance
- Maintain resident dignity and privacy during all care activities
- Follow individual care plans and personal preferences

2.2 Health Monitoring and Medication Support

- Monitor and record vital signs as directed by nursing staff
- Observe and report changes in resident physical or mental condition
- Assist with medication administration under RN supervision (if trained)
- Monitor food and fluid intake and report concerns
- Assist with wound care and dressing changes as directed
- Support residents with mobility exercises and physiotherapy programs
- Respond promptly to resident call bells and requests

2.3 Companionship and Emotional Support

- Provide friendly conversation and emotional support to residents
- Encourage social interaction and participation in activities
- Listen to resident concerns and communicate with care team
- Support residents experiencing anxiety, confusion or dementia
- Build trusting relationships with residents and families
- Respect cultural, religious and personal preferences
- Promote resident independence and choice

2.4 Daily Living Support

- Assist with bed making and maintaining clean, tidy rooms
- Support residents with laundry and clothing management
- Help residents move around facility safely
- Accompany residents to appointments and activities
- Assist with meal preparation and service
- Support recreational and social activities
- Maintain safe, comfortable living environment

2.5 Documentation and Communication

- Maintain accurate progress notes and care records
- Document care provided and observations made
- Report changes in resident condition to nursing staff
- Participate in handover meetings and care planning
- Communicate effectively with multidisciplinary team
- Maintain confidentiality of resident information
- Follow organisational policies and procedures

2.6 Safety and Infection Control

- Follow infection control procedures and hand hygiene protocols
- Use personal protective equipment (PPE) appropriately
- Maintain clean and safe work environment
- Follow manual handling procedures to prevent injury
- Report hazards, incidents and near misses
- Respond appropriately to emergency situations
- Support resident safety and falls prevention

3. Required Skills and Attributes

3.1 Essential Skills

Compassion and Empathy

Genuine care and respect for elderly people. Ability to understand and respond to emotional needs.

Patience when supporting residents with cognitive impairment. Sensitivity to end-of-life care situations.

Communication Skills

Clear verbal communication with residents, families and team members. Active listening skills. Ability to communicate with people with hearing, speech or cognitive impairments. Professional written communication for documentation.

Personal Care Skills

Competency in assisting with personal hygiene, dressing, mobility and feeding. Understanding of dignity in care. Knowledge of continence management. Safe manual handling techniques.

Observation and Reporting

Ability to observe and identify changes in resident wellbeing. Understanding when to escalate concerns.

Accurate documentation skills. Attention to detail in monitoring health indicators.

3.2 Personal Attributes

- Caring, patient and respectful demeanour
- Professional appearance and hygiene standards
- Reliability and punctuality for all shifts
- Flexibility to work varied shifts including nights and weekends
- Physical fitness for manual handling and active work
- Emotional resilience and stress management
- Team player with collaborative approach
- Commitment to continuous learning
- Cultural awareness and sensitivity
- Positive attitude and enthusiasm for aged care

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Certificate III in Individual Support (Ageing) or equivalent qualification
- Current First Aid and CPR certificate
- National Police Check (within last 12 months)
- NDIS Worker Screening Check (if applicable)
- Eligibility to work in Australia
- Immunisation records including COVID-19, influenza and hepatitis
- Ability to work flexible roster including weekends and public holidays

4.2 Desirable Qualifications

- Certificate IV in Ageing Support
- Dementia care training
- Medication competency training
- Manual handling certificate
- Palliative care training
- Food safety certificate
- Previous experience in aged care facilities

4.3 Experience

Previous experience working in aged care, residential care or home care is highly valued. Entry-level positions are available for recent graduates with appropriate qualifications. Experienced aged care workers should demonstrate competency in personal care, understanding of aged care standards and ability to work with residents with complex needs including dementia.

5. Working Conditions

5.1 Hours of Work

- Rotating shifts including morning (7am-3pm), afternoon (3pm-11pm) and night shifts (11pm-7am)
- Regular weekend and public holiday work
- Shift lengths typically 8-10 hours
- Peak activity periods during morning and evening care routines
- Roster provided in advance as per award requirements
- On-call arrangements may apply for some positions

5.2 Physical Requirements

- Ability to stand and walk for extended periods

- Physical capability to assist with resident transfers and mobility
- Manual handling of equipment and residents (up to 20kg)
- Bending, kneeling and reaching during care tasks
- Good vision and hearing for monitoring residents
- Physical stamina for active shifts

5.3 Work Environment

- Indoor aged care facility or residential setting
- Climate-controlled environment
- Exposure to bodily fluids, odours and cleaning chemicals
- Contact with residents with various health conditions
- Emotionally demanding situations including palliative care
- Fast-paced during peak care periods

5.4 Uniform and Presentation

- Uniform provided by facility (typically scrubs or care uniform)
- Closed, non-slip footwear required
- Neat and professional appearance
- Hair tied back for hygiene and safety
- Minimal jewellery for infection control
- Name badge to be worn at all times

6. Award Information

6.1 Modern Award Coverage

This position is covered by the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS Award - MA000100). The award sets minimum pay rates, penalty rates, allowances and conditions for employees working in aged care facilities and services.

6.2 Classification Level

Aged Care Workers are generally classified under the award as:

- Level 2 Pay Point 1: Personal care worker without Certificate III
- Level 2 Pay Point 2: Personal care worker with Certificate III in Individual Support (Ageing)
- Level 3: Experienced aged care worker with advanced skills or specialised duties

The specific classification level will be determined based on qualifications, experience and duties performed.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: 150% of base rate
- Sunday: 175% of base rate
- Public holidays: 250% of base rate
- Night shift allowances for overnight work
- Sleepover allowances if applicable

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Aged Care Award 2010 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all residents, families and colleagues with respect and dignity
- Maintain strict confidentiality of resident information
- Follow all organisational policies, procedures and care standards
- Comply with aged care quality standards and regulations
- Arrive on time for scheduled shifts in full uniform
- Notify management of absence or lateness as soon as possible

7.2 Care Standards

- Provide person-centred care that respects individual preferences
- Promote resident independence and dignity at all times
- Follow care plans and document care accurately
- Report changes in resident condition promptly
- Maintain high standards of personal care and hygiene
- Respond to resident needs with compassion and patience

7.3 Safety and Quality

- Follow infection control protocols strictly
- Use PPE appropriately at all times
- Practice safe manual handling techniques
- Report all incidents, accidents and hazards immediately
- Maintain clean and safe work environment
- Participate in quality improvement activities

7.4 Teamwork Expectations

- Communicate effectively with multidisciplinary team
- Participate actively in handover meetings
- Support colleagues during busy periods

- Share information relevant to resident care
- Accept feedback constructively and implement improvements
- Assist with mentoring and training new staff

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining relevant experience and motivation for aged care
- Copies of qualifications (Certificate III, First Aid, etc.)
- Current immunisation records
- Contact details for two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview
- In-person interview at the facility
- Skills assessment or practical demonstration
- Reference checks
- National Police Check and worker screening
- Pre-employment health assessment

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the facility.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: _____ / _____ / _____