

Home Care 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 home care industry practices at the time of publication. You should review and tailor this template to suit your business, service 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.

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1. Position Overview

1.1 Position Title

Home Care Worker / Home Support Worker / In-Home Care Assistant

1.2 Position Summary

The Home Care Worker provides in-home support services to elderly people and people with disabilities, helping them maintain independence and quality of life in their own homes. This role involves personal care assistance, domestic support, companionship and helping clients access community services and activities through home care packages or NDIS funding.

The position requires independence, reliability and excellent interpersonal skills, along with the ability to travel between multiple client homes throughout the day. Home Care Workers must respect clients' homes and privacy, work within individual care plans and build trusting relationships with clients and their families.

1.3 Reporting Structure

This position reports to:

- Care Coordinator / Service Coordinator
- Team Leader / Senior Care Worker
- Operations Manager / Service Manager

1.4 Employment Type

This position is available as:

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

2. Key Responsibilities

2.1 Personal Care Support

- Assist clients with showering, bathing and personal hygiene
- Support with dressing, grooming and appearance
- Provide assistance with toileting and continence care
- Help clients with mobility and transfers in their homes
- Assist with medication management as per care plan
- Support clients with feeding and nutrition
- Maintain dignity and privacy during all personal care

2.2 Domestic Assistance

- Perform light housework including vacuuming, dusting and mopping
- Clean kitchen, bathroom and living areas
- Wash, dry and fold laundry
- Change bed linen and make beds
- Wash dishes and clean kitchen after meals
- Maintain clean, safe and comfortable home environment
- Report maintenance issues and safety hazards

2.3 Meal Preparation and Nutrition Support

- Plan and prepare nutritious meals according to preferences
- Follow dietary requirements and restrictions
- Assist with grocery shopping and meal planning
- Store food safely and maintain food hygiene
- Encourage adequate food and fluid intake
- Support clients with eating and drinking
- Clean up after meals and maintain tidy kitchen

2.4 Companionship and Social Support

- Provide friendly conversation and emotional support
- Engage clients in activities and hobbies
- Accompany clients to appointments and outings
- Support social connections with family and friends
- Reduce social isolation and loneliness
- Listen to client concerns and provide reassurance
- Respect cultural, religious and personal preferences

2.5 Community Access and Transport

- Provide transport to medical appointments and allied health services
- Accompany clients to shopping, social activities and outings
- Support clients on public transport when required
- Assist with errands including banking and post office
- Help clients maintain community connections
- Support participation in recreational activities
- Drive safely and follow vehicle requirements

2.6 Health Monitoring and Support

- Observe and report changes in client health and wellbeing
- Monitor for signs of pain, discomfort or distress
- Check and report skin integrity and pressure areas
- Support attendance at medical and allied health appointments
- Remind clients about medication times
- Communicate health concerns to coordinators and families
- Encourage healthy lifestyle choices and exercise

2.7 Documentation and Communication

- Complete care notes and progress reports after each visit
- Document all services provided and time spent
- Report incidents, accidents and concerns immediately
- Communicate with care coordinators and team members
- Liaise professionally with clients' families
- Maintain confidentiality of client information
- Follow individual care plans accurately

2.8 Safety and Emergency Response

- Follow infection control and hygiene procedures
- Use personal protective equipment appropriately
- Practice safe manual handling techniques
- Identify and report safety hazards in client homes
- Respond appropriately to emergency situations
- Follow emergency procedures and contact protocols
- Maintain safe work practices in client homes

3. Required Skills and Attributes

3.1 Essential Skills

In-Home Care Skills

Competency in personal care and domestic assistance. Understanding of home care service delivery. Ability to work independently in client homes. Domestic skills including cleaning, cooking and laundry. Time management to manage multiple client visits.

Interpersonal and Communication Skills

Excellent communication with elderly clients and families. Ability to build trust and rapport quickly. Active listening and empathy. Professional boundaries in client homes. Clear communication with coordinators and health professionals.

Independence and Reliability

Ability to work independently with minimal supervision. Reliable and punctual for all client appointments. Self-motivation and initiative. Sound judgment and decision-making. Flexibility to adapt to different home

environments.

Observation and Problem-Solving

Ability to observe and assess client wellbeing. Recognition of changes requiring attention. Problem-solving in varied home situations. Understanding when to escalate concerns. Practical approach to daily challenges.

3.2 Personal Attributes

- Caring, compassionate and respectful demeanour
- Professional appearance and hygiene standards
- Reliability and punctuality for all client visits
- Flexibility to work varied hours and locations
- Patient and understanding nature
- Positive, friendly attitude
- Respectful of clients' homes and belongings
- Trustworthy and honest
- Cultural sensitivity and awareness
- Commitment to quality care

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Certificate III in Individual Support (Ageing, Home and Community) or equivalent
- Current First Aid and CPR certificate
- Manual handling training certificate
- National Police Check (within last 12 months)
- NDIS Worker Screening Check (if working with NDIS clients)
- Eligibility to work in Australia
- Current driver's licence and reliable vehicle
- Comprehensive motor vehicle insurance
- Immunisation records including COVID-19 and influenza

4.2 Desirable Qualifications

- Certificate IV in Ageing Support
- Dementia care training
- Medication competency training
- Food safety certificate
- Continence management training
- Palliative care training

- Previous experience in home care or aged care

4.3 Experience

Previous experience in home care, aged care or similar support roles is highly valued. Entry-level positions are available for recent graduates with appropriate qualifications. Experienced home care workers should demonstrate understanding of home care packages, ability to work independently, competency in personal care and domestic support, and excellent time management skills.

5. Working Conditions

5.1 Hours of Work

- Varied shifts throughout the day (typically 7am-7pm)
- Regular weekend work
- Visits ranging from 1 hour to 4+ hours per client
- Travel time between client homes
- Roster provided in advance with regular clients
- Flexibility required for client schedule changes

5.2 Physical Requirements

- Ability to drive for extended periods between clients
- Physical capability for personal care and domestic tasks
- Manual handling and transfer assistance
- Bending, kneeling and reaching during cleaning
- Physical stamina for active care and domestic duties
- Good vision and hearing for client interaction

5.3 Work Environment

- Work in multiple private client homes throughout shift
- Varied home environments and living conditions
- Work independently in each home
- Extensive driving between client locations
- Exposure to pets in some homes
- Various home layouts and accessibility levels

5.4 Uniform and Presentation

- Uniform provided by employer (typically polo shirt and pants)
- Comfortable, practical clothing for care and domestic tasks
- Closed, non-slip footwear
- Neat and professional appearance

- Minimal jewellery for hygiene and safety
- Name badge and ID to be worn

6. Award Information

6.1 Modern Award Coverage

This position is covered by the Aged Care Award 2010 (MA000018). The award sets minimum pay rates, penalty rates, allowances and conditions for employees providing in-home care and support services.

6.2 Classification Level

Home Care Workers are generally classified under the award as:

- Level 2 Pay Point 1: Home care worker without Certificate III
- Level 2 Pay Point 2: Home care worker with Certificate III qualification
- Level 3: Experienced worker with advanced skills or complex client needs

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 and allowances for:

- Saturday: 150% of base rate
- Sunday: 175% of base rate
- Public holidays: 250% of base rate
- Early morning work (before 7am): Additional allowances
- Evening work (after 7pm): Additional allowances
- Vehicle allowance for using personal vehicle (per kilometre rate)
- Travel time between clients

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 clients, families and colleagues with respect and dignity
- Maintain strict confidentiality of client information
- Follow all organisational policies and aged care standards
- Respect clients' homes, privacy and belongings
- Arrive on time for all scheduled client visits
- Notify office immediately if running late or unable to attend

7.2 Care Standards

- Provide person-centred care that respects individual preferences
- Promote client independence and dignity in their own home
- Follow care plans and service agreements accurately
- Report changes in client condition promptly
- Maintain high standards of personal care and domestic support
- Respond to client needs with compassion and patience

7.3 Safety and Quality

- Follow infection control and hygiene protocols strictly
- Use personal protective equipment appropriately
- Practice safe manual handling techniques
- Report all incidents, accidents and hazards immediately
- Drive safely and follow road rules
- Participate in quality improvement activities

7.4 Teamwork Expectations

- Communicate effectively with coordinators and team members
- Report client information accurately and promptly
- Participate in team meetings and training
- Support colleagues when needed
- Accept feedback constructively
- Contribute to positive team culture

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining relevant experience and motivation for home care
- Copies of qualifications (Certificate III, First Aid, manual handling)
- Copy of driver's licence and vehicle insurance
- 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
- Skills assessment or practical demonstration
- Reference checks
- National Police Check and worker screening
- Driver record check

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 service.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____