

Role Description

Home Care Support Worker



Organisation	Elouera Home Support North Coast
Location	North Coast NSW
Employment Type	Casual
Award	SCHADS Award (Home Care Stream)
Reports To	Care Coordinator / Management
Direct Reports	Nil
Role Function	Individualised Home & Community Support
Date of Approval	February 2026
Organisation website	www.elouerahomesupport.com.au

Primary purpose of the role

Provide compassionate, respectful and genuinely person-centred support to individuals in the comfort of their own homes, helping them to live with independence, dignity, safety, and a strong sense of wellbeing. A Home Care Support Worker builds meaningful, trusting relationships with clients, taking the time to understand their unique needs, preferences, routines, and personal goals. Through thoughtful assistance with daily living tasks, encouragement, companionship and advocacy, empowers each person to maintain choice and control over their life and remain connected to their community. All care is delivered with professionalism and integrity, in alignment with organisational policies, the Aged Care Quality Standards, the NDIS Practice Standards, and all relevant legislative and regulatory requirements, ensuring every client receives safe, ethical and high-quality support.

Key accountabilities

What	Key accountabilities
Direct Care Delivery	<ul style="list-style-type: none"> • Provide personal care including bathing, dressing, grooming, continence support and mobility assistance in a respectful and dignified manner. • Assist with meal preparation, light housekeeping, laundry and daily living tasks to support clients to remain safely in their homes. • Support safe mobility, transfers and the use of mobility aids or hoists in accordance with manual handling guidelines. • Deliver respite services to carers and families by providing safe, reliable and compassionate care in accordance with clients support plans.
Social Support & Community Access	<ul style="list-style-type: none"> • Provide meaningful social engagement and companionship to promote emotional wellbeing and reduce social isolation.

	<ul style="list-style-type: none"> • Support clients with community access including appointments, shopping, social outings and recreational activities. • Encourage independence and active participation in daily and community life.
Monitoring, Reporting & Documentation	<ul style="list-style-type: none"> • Conduct welfare checks as scheduled or requested and escalate concerns promptly. • Monitor and report changes in physical condition, mood, behaviour or environment in a timely and professional manner. • Maintain accurate, clear and timely shift notes using approved systems or mobile applications. • Uphold client dignity, privacy, choice and confidentiality at all times.
Communication & Responsiveness	<ul style="list-style-type: none"> • Communicate professionally with clients, families, office staff and external stakeholders. • Respond promptly to office communication regarding new shifts, schedule changes and client updates. • Escalate incidents, risks or concerns in accordance with organisational procedures.
Compliance & Safety	<ul style="list-style-type: none"> • Adhere to infection control, workplace health and safety requirements and incident reporting procedures. • Comply with organisational policies, mandatory reporting obligations and regulatory standards. • Always maintain appropriate professional boundaries.

Key challenges

- Managing varying client needs across diverse home environments.
- Maintaining professional boundaries while delivering compassionate care.
- Responding effectively to changes in client condition or circumstances.
- Working independently while maintaining consistent communication with the office team.

Mandatory requirements

Requirements
Eligibility to work in Australia
Certificate III or higher in Aged Care, Disability, Community Services, Individual Support or related field (or willingness to obtain).
Current National Police Check or NDIS Worker Screening Clearance
Current First Aid and CPR Certificate

Current Working with Children Check
Valid driver's licence and access to a reliable, comprehensively insured vehicle.
Evidence of required vaccinations (as applicable)

Availability & flexibility requirements

- Availability to work minimum 2-hour services.
- Flexibility to work varying shift lengths including evenings, weekends and overnight shifts where required.
- Ability to travel between client homes across allocated service areas.

Key relationships

Internal

Who	Why
Care Coordinator / Management	<ul style="list-style-type: none"> • Receive service instructions, provide updates and escalate concerns. • Ensure service delivery aligns with client support plans and compliance requirements.
Administrative / Coordination Team	<ul style="list-style-type: none"> • Maintain clear communication regarding shifts, updates and documentation. • Support service continuity and responsiveness.

External

Who	Why
Clients	<ul style="list-style-type: none"> • Deliver respectful, safe and person-centred care. • Promote independence, dignity and wellbeing.
Families / Carers	<ul style="list-style-type: none"> • Provide professional communication and updates where appropriate. • Support respite services and continuity of care.
Community Stakeholders (where required)	<ul style="list-style-type: none"> • Support safe community access and appointments.

Role dimensions

- Provides individualised in-home care services across allocated service areas on the North Coast NSW.
- Operates under the Aged Care Quality Standards and the NDIS Practice Standards.
- Responsible for accurate documentation and timely reporting of client updates and incidents.
- Works independently in client homes while maintaining accountability to the organisation.

Capabilities for the role

Capability	Description
Compassion & Respect	<ul style="list-style-type: none"> Demonstrated ability to provide dignified, respectful and empathetic care.
Professional Accountability	<ul style="list-style-type: none"> Reliable, punctual and responsible in fulfilling rostered shifts and documentation requirements.
Communication	<ul style="list-style-type: none"> Clear, professional and responsive communication with clients, families and office staff.
Attention to Detail	<ul style="list-style-type: none"> Ability to accurately document services and identify changes in client condition.
Technology Proficiency	<ul style="list-style-type: none"> Ability to confidently use mobile phones, apps and care management systems.
Emotional Awareness	<ul style="list-style-type: none"> Ability to manage sensitive situations calmly and professionally.
Professional Standards	<ul style="list-style-type: none"> High level of accountability, integrity and confidentiality. Ability to maintain professionalism and composure while adhering to organisational policies and procedures.

Performance expectations

Performance expectations
Accurate and timely completion of shift notes.
Reliable attendance and punctuality.
Responsive communication with office and care coordination team.
Compliance with organisational, Aged Care and NDIS standards.

Compliance & regulatory requirements

This role operates under the Aged Care Quality Standards and the NDIS Practice Standards. All Home Care Support Workers must comply with mandatory reporting obligations, workplace health and safety requirements, confidentiality standards and all organisational policies and procedures.