

Home Care Cleaner

Question and Answer Factsheet

What does a Home Care Cleaner do?

A [Home Care Cleaner](#) provides assistance to Anglicare clients living in their own homes. They work in partnership with our clients, following a wellness approach.

A [wellness approach](#) builds on the strengths, abilities and goals of the individual client. It encourages and strengthens independence.

Our clients help decide which domestic tasks they need assistance with and which tasks they can manage themselves.

Some examples of the cleaning tasks that a [Home Care Cleaner](#) may assist with include:

- General house cleaning
- Laundry services including changing of bedding
- Ironing
- Shopping for the client.

[Home Care Cleaning](#) services are delivered between **9am and 3pm Tuesday to Friday**.

[Home Care Cleaners](#) will need to be able to:

- Work Independently in a timely and efficient manner
- Be confident in using a mobile phone to use our rostering app and email communication. Anglicare will provide you with a company mobile phone.
- On average visit up to 5 clients in their homes each day
- Wear a uniform that will be provided to you by Anglicare at no cost
- Carry and use an Anglicare identification card.

They will also be expected to:

- Acknowledge and respect client's, and their families, lifestyle choices including cultural, language and religious preferences.
- Where possible, work in partnership with the client to enable them to carry out lighter parts of cleaning tasks.

Home Care Cleaner

Question and Answer Factsheet

- Provide the cleaning service within an agreed timeframe.
- Ensure they complete the agreed cleaning duties.
- Report back any client or family feedback, particularly complaints.
- Raise and discuss any concerns that they have in a constructive, calm and respectful manner.
- Follow Work Health & Safety Guidelines.
- Raise, discuss and report any safety issues or incidents.
- Use any equipment and materials for their intended purposes only.
- Report any equipment failures and required repairs to the Manager.
- Monitor their own health and wellness and initiate discussions with the Manager.
- Apply infection control procedures.

Please read the official position description for a full list of 'Primary Tasks' involved in this job.

Videos - Hear it from our team

If you would like to hear about what the job entails from one of our team members visit anglicare-tas.org.au/hear-it-from-our-team and tick 'Aged & Home Care' for Area of Work.

What certificates and licences do I need to have?

Home Care Cleaners are required to:

- Hold a current provisional or full Australian Driver Licence. International Driver Licences are accepted; however, they are required to transfer to a Tasmanian Driver Licence within six months of being employed by Anglicare.
- Have an insured and reliable car.
- Hold a Working with Vulnerable People 'Child Related Activities' registration.
- Provide a satisfactory Schedule 1 National Police Check (an international police check is required if you have lived in another country, after the age of 16).
- Have an Anglicare assessed pre-employment health assessment.
- Hold and maintain a First Aid qualification which will be paid for by Anglicare.

Home Care Cleaner

Question and Answer Factsheet

What training will I receive?

On commencement all [Home Care Cleaners](#) are provided with:

- One on the job Orientation day with a member of our Intake & Quality Team
- A formal HR Induction day.

Anglicare holds staff training days each quarter for the Home Care team. This is a chance to get together, share experiences and receive training on a range of topics. The training topics are specially chosen and designed by the Home Care support team.

What other experience, abilities and personal qualities do I need to have?

Anglicare will be looking for people that:

- Have experience in domestic or commercial cleaning, however, it is not essential.
- Are flexible and reliable
- Have basic technology, numeracy, verbal and written communication skills
- Are able to be positive and non-judgmental when interacting with clients, families, supervisors and other internal and external care providers
- Can remain calm and respond effectively in an emergency situation
- Are able to prioritise work and follow procedures
- Have respect for people who are aged, and an understanding and appreciation of the issues and barriers that they face.

What should I do to apply for this position?

To apply for a [Home Care Cleaner](#) position you must put in a *formal written application* using the job application function on the Anglicare website. To access this, go to '**Careers**', '**Current Vacancies**' and then click on the relevant '**Home Care Cleaner**' vacancy listing.

Home Care Cleaner

Question and Answer Factsheet

Click on '**Apply**', you will then need to answer the screening questions for the position, provide your email address and press '**Proceed**'.

The website will ask you to provide your details and answer some questions. You will then be asked to '**Attach**' a copy of your Resume (CV), Cover Letter and Driver's Licence.

We recommend you have all of these things ready before you start your application.

For lots more information on the application process, templates and tips on preparing your application, visit anglicare-tas.org.au/working-with-anglicare