

Domestic Assistance Professionals & Personal Care Workers

Company: My Help Services (MY HELP PTY. LTD.)

Service Areas: South-Eastern Melbourne & Mornington Peninsula (Carrum Downs, Langwarrin, Frankston North, Seaford, Springvale, and Ormond)

Employment Type: Casual / Part-Time / Full-Time

Reports To: Care Coordinator / Service Manager

Industry: Aged Care, Disability Support (NDIS Core Supports), and Support at Home (SAH) Programs

About My Help Services

At **My Help Services**, we are a premium, registered provider committed to delivering person-centered care. We specialize in NDIS Core Supports and government-funded Support at Home (Aged Care Classifications 1 to 8) programs across Victoria. Our philosophy is simple: we deliver compassionate, culturally sensitive, and highly tailored support directly to our participants' homes.

We empower seniors, individuals living with a disability, and those managing complex medical conditions to maintain their independence, maximize their daily choice and control, and live safely within their local communities. Due to rapid growth in our client base across the South-Eastern suburbs, we are expanding our field team and seeking dedicated professionals who mirror our core values of respect, integrity, and clinical safety.

Full Job Breakdown & Key Responsibilities

1. Domestic Assistance & Household Support

Your goal in this area is to maintain a clean, organized, and hygienic environment that promotes safety and mental well-being for our clients.

- **Comprehensive Home Cleaning:** Perform meticulous cleaning routines, including vacuuming, mopping, dusting, and full sanitization of high-use areas like kitchens, bathrooms, and toilets.

- **Laundry & Linen Management:** Wash, hang out, fold, and iron clothes. Responsibilities include regularly stripping and changing fresh bed linens to ensure client comfort and hygiene.
- **Meal Preparation & Nutrition:** Assist with basic, nutritious meal preparation in accordance with client dietary requirements and preferences. Help manage food storage, check expiration dates, and maintain kitchen cleanliness.
- **Errands & Shopping:** Accompany clients or independently travel to local stores for essential grocery shopping, banking, or picking up pharmacy prescriptions.
- **Hazard Identification:** Actively look out for hazards around the home (e.g., clutter, wet floors, loose rugs) to prevent slips, trips, and falls.

2. Personal Care & Individual Support

Your goal here is to provide dignified, sensitive hands-on care that respects the privacy and individual choices of the client.

- **Activities of Daily Living (ADLs):** Provide respectful, hands-on assistance with personal hygiene, including showering, bathing, oral care, grooming, shaving, and dressing.
- **Continence Management:** Provide discreet and dignified assistance with toileting, bowel care, and the changing of continence aids as outlined in the client's care plan.
- **Mobility & Transfer Support:** Assist clients safely with transferring (e.g., from bed to wheelchair, or sitting to standing) and general mobility around the home, strictly utilizing prescribed mobility aids, slide sheets, or hoists where required.
- **Medication Prompting:** Assist with verbal reminders and prompting for clients to take their pre-packaged medications (Webster-paks) on time, strictly following organizational policy.
- **Social Support & Community Engagement:** Offer meaningful companionship to reduce social isolation. Assist clients in attending local community events, medical appointments, or social gatherings.
- **Documentation & Reporting:** Observe and document client well-being, mood, physical condition, or cognitive changes using our digital care logging system. Escalate any risks or health declines to the Care Coordinator immediately.

Requirements, Qualifications & Compliance

To ensure the highest standards of safety for our vulnerable clients, all applicants must meet the following criteria:

- **Qualifications:** Certificate III/IV in Individual Support, Ageing Support, Disability, or Community Services is highly preferred (mandatory for core Personal Care duties).
- **Experience:** Minimum 6–12 months of demonstrated experience in residential care, community home care, or professional domestic cleaning is highly desirable. (Freshers are also welcome)
- **NDIS Worker Screening Check:** A clear and valid NDIS Worker Screening Check (or a willingness to clear one immediately).
- **Police Check:** A valid National Police Certificate cleared within the last 12 months.
- **Driver's License & Transport:** A valid Australian Driver's License, access to a roadworthy, reliable vehicle, and comprehensive third-party car insurance. (Essential for traveling efficiently between client residences).
- **Tech Literacy:** Ability to use smartphone applications to view rosters, clock in/out, and log shift notes accurately.
- **Core Competencies:** Exceptional English communication skills, profound empathy, a patient demeanor, and strict adherence to client confidentiality (Privacy Act regulations).

What We Offer & Employee Benefits

- **Competitive & Transparent Pay:** Highly attractive hourly rates aligned, superannuation.
- **Work Right in Your Neighborhood:** Say goodbye to long commutes! We deliberately bundle your rosters and match you with clients across Carrum Downs, Langwarrin, Frankston North, Seaford, Springvale, and Ormond to minimize your travel time.
- **True Work-Life Flexibility:** Excellent choice of morning, afternoon, or weekend shifts. Whether you want casual top-up hours or a stable permanent part-time roster, we work around your lifestyle.
- **Unwavering Support:** Gain access to continuous professional development, specialized care training, and 24/7 support from a highly responsive, caring office management team.

How to Apply

If you live in or near these South-Eastern suburbs and want a career where your day-to-day work genuinely changes lives, we want to hear from you today!

👉 Click "Apply" on LinkedIn post  **Direct Email:** Send your up-to-date resume directly to admin@myhelpservices.com.au or sah@myhelpservices.com.au with the subject line: *"Care Worker Application – [Your Preferred Suburb] – [Your Name]"*.

 **Phone Inquiries:** For a confidential discussion about our current vacancies, please call our friendly recruitment team on **1300 297 731**.

My Help Services is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.