

## POSITION DESCRIPTION

<b>Position:</b>	Housekeeping – Cleaning Services
<b>Department:</b>	Housekeeping
<b>Responsible To:</b>	Health, Safety & Environment Manager
<b>Location:</b>	The Residency
<b>Classification:</b>	United Voice and ANMF EA classification based on years of experience and qualifications
<b>Approval Date:</b>	February 2019

### Position Summary

To ensure cleanliness of all general areas at The Residency and Resident's room. Follow all infection control measures that are in place.

### Reporting / Working Relationships

1. Reports to the Health, Safety & Environment Manager.
2. Works with Care, Hospitality, Nursing, Maintenance, and Lifestyle Departments, and ACFI / Admissions Coordinator.

### Key Performance Indicators

The measures of effectiveness for this role are:

- Shift routines, Barossa Village's policies and procedures which are applicable for cleaning services are being followed
- Liaisons with Health, Safety & Environment Manager, other team members, management, Residents, and visitors are appropriate and effective.
- Engagement in training, job planning, appraisals and feedback, team meetings and other activities that contribute to workforce goals.
- Contribution to the reviews and evaluations of the housekeeping operational processes and procedures for continuous quality improvement in Housekeeping Services at The Residency.
- All housekeeping cleaning schedules are followed and completed tasks are documented on appropriate forms.
- Maintenance issues are reported to the Health, Safety & Environment Manager and Maintenance Officer.

### Responsibilities

1. Responsible for maintaining cleanliness of floors, vacuuming, spot cleaning, shampooing of carpets, washing walls, dusting, cleaning general furniture, hand rails and ledges, cleaning of all bathrooms, and cleaning of all offices at The Residency.
2. Maintain cleaning equipment in optimum condition, and use cleaning chemicals efficiently as per manufacturer specifications.
3. Participate in quality improvement strategies by promoting Resident and family feedback.
4. All Workers of Barossa Village are responsible at all times for their own actions and are expected to be familiar with, and to practice within the scope of their role.

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5. All Workers are expected to be healthy, fit, and capable to perform their role proficiently at all times.
6. It is the responsibility of everyone at Barossa Village to role model safe work behaviours. This includes but is not limited to; adhering to policies and procedures, ensuring that adequate training has been completed before commencing a task, and identifying, controlling and reporting any incidents / hazards that are observed.

### Essential Behaviour Criteria

At Barossa Village we expect all workers to engage positively with everyone that they come into contact with. Our focus is on developing relationships which are open and respectful. Positive relationship based service behaviours are:

- **Caring:** desires to help people
- **Compassionate:** feels or shows sympathy or concern for others
- **Considerate:** thinks of others and the consequences
- **Impartial:** treats all persons equally; fair and just
- **Polite:** Thoughtful, exhibiting good manners

**As Workers of Barossa Village we also expect professionalism and excellence in our respective fields.**

### Essential Criteria

1. Believe in and adhere to the organisational values and be a role model for other Workers.
2. Police Check / Clearance not older than 12 months at appointment.
3. Chemical Handling training.
4. Participate in the Annual Mandatory Influenza Program.

### Desirable Criteria

1. Any Aged Care working experience.
2. Any Cleaning Services qualifications.

### Skills and Personal Attributes

1. An ability to work well with others.
2. An ability to think on your feet and improvise.
3. Excellent time management skills.
4. A commitment to high standards of customer service.

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Manager's Name

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Manager's Signature

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Date

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Worker's Name

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Worker's Signature

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Date