

Job and Person Specification

Position:	Housekeeper/Cleaner
Shift details:	Shifts may include a mix of day, evening and weekend. (weekend shifts would be negotiated well in advance)
Program:	Emergency Program
Award:	Social, Community, Home Care and Disability Services Award Social & Community Services (SACS) Employee Level 2 Pay point 1 Loadings for weekend and evening work Salary packaging available
Reports to:	Manager National Housing and Homelessness Agreement (NHHA) Services
Responsible for:	No direct reports
Conditions of Service:	Conditions of service are in accordance with the Contract of Employment and subject to a six month probationary period
Status:	Part-time
Length of Position:	Contract to 30 June 2020
Location:	Inner City Adelaide

Organisational Information

Since 1988 **Catherine House Inc.** has provided inner city services, supporting women out of homelessness, for women over 18yrs and unaccompanied by children. It offers emergency, transitional and permanent supported accommodation, and accommodates up to 54 women per night as well as supporting many others via outreach services.

As a not for profit organisation, staff are required to work collaboratively to achieve good client and service delivery outcomes. It is appreciated that, although some staff have different roles in the team, every role and every person is equally valued.

Position Objectives

There are Housekeeper/Cleaner (HK/C) roles in each of the three communal accommodation sites. Some HK/C's work an isolated shift on the weekend and public holidays; others may work with one other worker on duty or be an isolated worker for short periods of time during the day if other staff are offsite. For weekday HK/C shifts across the program sites; while there are slight variations in the day to day activities, the objectives and responsibilities are the same.

The Housekeeper/Cleaner will be accountable for:

- Working collaboratively with team members to deliver a high-quality service, which is consistent with program goals and provides a safe and positive environment for clients.
- Maintain a high standard of cleaning in all residential and office areas and other areas as outlined.

Part A - Key Responsibilities

KEY AREA	KEY TASKS
General Duties	<ul style="list-style-type: none"> • Practice safe work practices at all times, in accordance with the Food Handling Act, manual handling guidelines and adhere to WHS responsibilities and reporting requirements. • Ordering of groceries and household products as required. Unpacking of deliveries, and collection of groceries as necessary. • General kitchen maintenance; keeping fridges, freezers and food cupboards clean, rotating food, mopping tiled areas. • Support clients to self-administer medication as per program guidelines. • Attend to case note recording as per program guidelines where required.
Cleaning / Housekeeping	<ul style="list-style-type: none"> • Attend to the indoor cleaning tasks as per program guidelines. • All the cleaning tasks associated with maintaining the cleanliness of the administration/office areas/kitchen and wet areas. • Maintain outdoor areas; outdoor furniture, verandas, exteriors of the buildings door frames, windows, etc., in consultation with the Manager. • Cleaning of resident's bedrooms and ensuites. • Other cleaning as directed by the Manager. • Clients in single living accommodation are responsible for the cleaning and upkeep of their own units. • Packing up and remaking of a resident's room including bed making and floor cleaning as required. • All household tasks that enable the house to be clean and hazard free. • Oversee household chores that involve residents in keeping the house clean, tidy and welcoming. • Change household linen and do household washing. • Maintain the cleanliness of all household equipment and report any signs of damage. • At times supervise use of equipment e.g. dish-washer and vacuum cleaner.
Food Handling and Preparation	<ul style="list-style-type: none"> • Food preparation and cooking of meals as per program guidelines • Food preparation for events, as required • Maintaining cool room and freezers to the required standards. • Appropriate use of all kitchen equipment. • General kitchen maintenance; keeping fridges, freezers and food cupboards clean rotating food, mopping tiled areas.
Isolated worker shifts	<ul style="list-style-type: none"> • Ability to provide low level support to clients if assessed it will assist the them settle and de-escalate a situation (cup of tea/reassurance/an activity etc., distraction) • Ability to assess if on-call support is required to assist a client settle and remain safely in the house • Ability to implement crisis response to support a client that has become unwell or unsettled and needs external services support
Work Health and Safety	<ul style="list-style-type: none"> • Contribute to a safe and healthy work environment, free from discrimination and harassment by working in accordance with legislative requirements, the Catherine House Code of Conduct and organisational policies, including WHS requirements as outlined below
Child Safe Training	<ul style="list-style-type: none"> • All workers who are working closely with clients are required to have current Child Safe Environments training to adhere to Reporting Child Abuse or Neglect concerns or undertake this within the first 3 months of employment, at their own cost.

Public Officer Responsibilities	<ul style="list-style-type: none"> As a Public Officer as per the Independent Commissioner Against Corruption (ICAC) definition you have a mandatory reporting obligation to report to the Office for Public Integrity (OPI) any conduct that you reasonably suspect raises and issue of corruption, or serious or systematic misconduct or maladministration in public administration. As a Public Officer your own conduct could be subject of a report to the OPI and as a result you could be investigated for corruption
Corporate Responsibilities	<ul style="list-style-type: none"> Initiate, and participate in, activities in support of best practice, a learning organisation, and the generation of knowledge capital. Ensure that clients are respected and treated in a non-judgemental way. Participate in the organisation's process of continuous quality improvement. Maintain and respect resident privacy and confidentiality within the role of Housekeeper/Cleaner, and as a team member of Catherine House Inc. and other legal mandates. Attend required meetings, supervision training and professional development Work within the philosophy, aims, vision, objectives, culture of Catherine House Inc.

Part B - Person Specification

Experience and Qualifications

Essential

- Food Safety Certificate
- Demonstrated experience in delivering high housekeeping standards
- Preparation of meals and kitchen duties
- Flexibility and reliability
- Excellent time management and organisational skills

Desirable

- First Aid Certificate or a preparedness to obtain one if the organisation requires it
- Certificate II in Hospitality (Kitchen Operations)
- Experience in working with people with high level needs
- Mental Health First Aid Certificate (or preparedness to obtain it within 2 months commencement of employment)

Knowledge

- Food Safety Legislation
- Knowledge of and ability to respect the principles of privacy and confidentiality
- Good understanding of WHS Legislation and requirements as they affect the role
- Understanding of cultural diversity
- Understanding of the issues that may bring a woman to a period of homelessness

Personal skills and attributes

- Good practical experience in house cleaning and high standards of presentation
- Strong ability to recognise and respect the confidential working environment
- Good organisational skills, particularly related to time management including the ability to prioritise, be flexible and accomplish set tasks
- Preparedness to assist with Housekeeping/cleaning in other programs to assist in times of need
- Ability to be accepting of women affected by homelessness and at times other challenging behaviours
- Ability to remain calm in a crisis and follow crisis response procedure
- Ability to communicate effectively
- Well-developed interpersonal skills and the ability to relate well with a wide range of people
- Ability to extend a welcome to all those who live, work and visit the house
- Ability to work independently and as a member of a team
- Ability to work in an environment that is challenging at times
- Ability to respond sensitively to the needs of women affected by homelessness including those from diverse backgrounds, cultures, religions and sexuality, etc.
- Ability to work effectively and collaboratively with both staff and volunteers
- Ability to work within the agency boundaries
- Ability to adhere to professional boundaries
- Sound computer skills, including ability to access and respond to emails and produce Word documents.

Additional requirements

- Unrestricted Driver's License
- Current DHS Disability Services Employment Screening is required
- Current (within 3 years) Child Safe Environments training is required
- Work across programs to cover staff leave or program need.

ACKNOWLEDGEMENT AND APPROVAL

Last updated: September 2019

Approved by  Date 3/9/19

Employee Name

Signature Date

Part C – Role of the Catherine House Worker In the Management of Work Health & Safety

The worker is responsible for:

1. Commitment.

- Support the development and maintenance of a best practice WHS culture within their workplace.
- Adhere to safe work practices.
- Encourage colleagues and others on the worksite to adhere to safe work practices.

2. Legal and Policy Requirements.

- Comply with all relevant policies and procedures.
- Improve systems of work and safe work practices.

3. Performance and Training.

- Participate in relevant WHS training programs.
- Include WHS goals and responsibilities when reviewing their Job and Person Specification, in consultation with their Manager.
- Include WHS goals and responsibilities and training in supervision meetings

4. Risk Management and Hazard Control.

- Report hazards and unsafe workplace practices associated with the workplace to their Manager.
- Suggest improvements or recommend changes to avoid, eliminate or minimise workplace hazards.

5. Incident Reporting and Investigation.

- Report work related injuries and incidents in accord with CSH&WSA and agency procedures.
- Where relevant participate in the investigation of potential hazards, dangerous occurrences, WHS incidents and near misses in accord with the CSH&WSA and agency procedures.

6. Consultation.

- Raise WHS issues with their work colleagues, Manager, WHS worksite representative and assist with their resolution.
- Regularly discuss WHS issues with other staff at staff meetings.
- Regularly consult with colleagues on WHS issues, and actively participate in WHS committees if required.

7. Monitoring.

- Monitor and evaluate their WHS performance.
- Monitor the WHS, and wellbeing of work colleagues to ensure they can undertake their work safely.
- Participate in workplace WHS inspections/audits, and assisting in the maintenance of WHS facilities, resources, equipment and information.
- Monitor workplace WHS performance and progress of the WHS action plan for the site.

I have read and understood the “Role of the Catherine House Worker in the Management of Work Health Safety” and am aware of my responsibilities for WHS.

Worker’s Name: _____ Signature: _____ Date: _____