

Job and Person Specification

Position:	Housekeeper/Cleaner Shifts time may vary between programs, however shifts are primarily within standard working hours e.g., 9am to 5pm
Program:	Primary location: Supported Accommodation Service (SAS) Other programs or services due to leave and program need
Award:	Social, Community, Home Care and Disability Services Award Social & Community Services Employee Level 2 Pay Point 1-4* <i>*Pay point dependant on qualifications & experience</i> Salary packaging available
Reports to:	Team Leader, Supported Accommodation Services
Conditions of Service:	Conditions of service are in accordance with the Contract of Employment
Status:	Part-time
Location:	Inner City Adelaide

Organisational Information

Since 1988 **Catherine House Inc.** has provided inner city services, supporting women out of homelessness, for women over 18 years of age and unaccompanied by children. It offers crisis, mental health and longer term supported accommodation, as well as supporting many others via outreach services or through women using our onsite Women's Centre or Education and Employment Program. Catherine House is an unregistered NDIS service provider with an area of specialty in psychosocial disability, delivering a range of supports to clients living in our accommodation programs or in the community.

Position Objectives

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.
- Maintaining a high standard of cleaning in all residential and office areas and other areas as outlined.
- Working collaboratively with team members to provide high quality, varied and healthy food service for clients while ensuring food safety guidelines are always adhered to.
- Working collaboratively with team members to deliver high quality food preparation and housekeeping service across the program, while providing a safe and positive environment for clients.
- Ensuring a high standard of food preparation and food storage practices.
- Work with their Line Manager and all staff to evaluate client feedback on quality of meals provided and respond accordingly.

Part A - Key Responsibilities

KEY AREA	KEY TASKS
General Duties	<ul style="list-style-type: none"> Practice safe work practices, in accordance with the Food Handling Act, manual handling guidelines and adhere to WHS responsibilities and reporting requirements, at all times. Ordering of groceries and household products as required. Unpacking of deliveries, and collection of groceries as necessary. General kitchen maintenance including 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. Undertake all cleaning tasks associated with maintaining the cleanliness of the administration, office, kitchen and wet areas. Maintain outdoor areas including outdoor furniture, verandas, exteriors of buildings, door frames, windows, etc., in consultation with the Team Leader. Cleaning of resident's bedrooms and ensuites. Packing up and remaking of a resident's room including bed making and floor cleaning as required. Undertake household tasks that enable the house to be clean and hazard free. Where relevant, 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., dishwasher and vacuum cleaner. Other cleaning as directed by the Team Leader.
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 (by negotiation)	<ul style="list-style-type: none"> Provide low level support to clients, if assessed that it will assist them to settle and de-escalate a situation (cup of tea/reassurance/an activity, distraction, etc.). Assess if on-call support is required to assist a client settle and remain safely in the house. 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, Code of Conduct, and organisational policies, including WHS requirements as outlined below.
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 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

	<p>Housekeeper/Cleaner, and as a team member of Catherine House Inc. and other legal mandates.</p> <ul style="list-style-type: none"> • Attend required meetings, supervision training and professional development • Work within the philosophy, aims, vision, objectives, and culture of Catherine House Inc.
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Part B - Person Specification

Experience and Qualifications

Essential

- Food Safety Certificate
- Demonstrated experience delivering high standards of cleaning and hygiene
- Preparation of meals and kitchen duties
- Flexibility and reliability
- Excellent time management and organisational skills
- Mental Health First Aid Certificate (or preparedness to obtain it within 2 months commencement of employment)

Desirable

- Current 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 low to high level needs
- Mental Health First Aid Certificate or preparedness to obtain it within two months of commencement of employment if the organisation requests this.

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
- Knowledge of and ability to respect the principles of privacy and confidentiality

Personal skills and attributes

- Good practical experience in house cleaning and high standards of presentation
- Ability to communicate effectively
- Well-developed interpersonal skills and the ability to relate well with a wide range of people
- 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

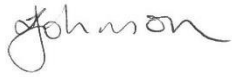
- Unrestricted Driver's License.
- NDIS Worker Check and Working with Children Check

ACKNOWLEDGEMENT AND APPROVAL

I acknowledge that this position description outlines the core role requirements and workplace expectations.

I understand its intention is to support a focus on key outputs and that flexibility is required in a dynamic, complex and changing environment.

Last updated: September 2023



Approved By:

Lana Johnson

Date: 20/09/2023

Employee's 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 Specifications in consultation with their Line Manager.
- Include WHS goals, responsibilities, and training in supervision meetings.

4. Risk Management and Hazard Control

- Report hazards and unsafe workplace practices associated with the workplace to their Line 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 agency procedures.
- Where relevant participate in the investigation of potential hazards, dangerous occurrences, WHS incidents and near misses in accord with agency procedures.

6. Consultation

- Raise WHS issues with their work colleagues, Line Manager, WHS Forum, 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.

Employee’s Name: _____

Signature: _____

Date: _____