

# POSITION DESCRIPTION



<b>Position:</b> Cleaner (Home Support)
<b>Position Level:</b> Community Services Worker Classification Level 1 (as per Northside's Enterprise Agreement)
<b>Reports to:</b> Manager (Aged Care)

NORTHSIDE COMMUNITY SERVICE VISION, MISSION AND VALUES					
<b>Vision:</b> A community where everyone matters and has the opportunity to fulfil their potential.					
<b>Mission:</b> Provide exceptional early learning that gives the strongest start in life to children, and work with extraordinary people to strengthen their connection and access to home and community.					
<b>Values:</b>	Courage	Integrity	Choice	Innovation	Collaboration

## POSITION OBJECTIVE

To provide diligent and thorough cleaning services for individual clients and various Northside venues, while maintaining a high standard of professionalism, communication, and integrity. This position seeks to enhance the well-being and safety of all clients and stakeholders by ensuring cleanliness, promptly addressing and reporting any issues or incidents, and actively participating in ongoing professional development and team collaboration.

## KEY RESPONSIBILITIES AND DUTIES

- Assist individual clients with domestic tasks such as cleaning, mopping, vacuuming, dusting, laundry, and kitchen/fridge cleaning.
- Maintain cleanliness in early childhood centres, offices, and other Northside venues by performing tasks like mopping, vacuuming, dusting, and kitchen/fridge cleaning.
- Ensure that clients have acknowledged the services provided when necessary.
- Report client circumstances, incidents, or emergencies to the Manager promptly.
- Identify and report minor home maintenance and Workplace Health and Safety (WHS) issues to the Manager.
- Maintain precise records for timesheets, travel logs, and WHS.
- Regularly participate in team meetings and professional learning opportunities.
- Attend supervision meetings for feedback and performance evaluation.
- Undertake other duties as directed, consistent with your skills, competence, and training.
- Apply and uphold principles of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety and Environment requirements.

## ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

Reviewed by HR		Review Date	9/08/2023
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1. Proficiency in domestic tasks such as cleaning, vacuuming, and laundry.
2. Strong communication skills for reporting client situations to managers.
3. Basic understanding of Workplace Health and Safety.
4. Skills in maintaining accurate records such as timesheets and logs.
5. Display of high personal and professional behaviour standards with honesty and integrity.
6. Dedication to providing high-quality, client-focused service.
7. Experience with handling sensitive information confidentially.

## **PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT**

- Driving to clients' locations.
- The position requires use of personal vehicle to deliver Northside services.
- Frequent lifting, manual handling tasks.
- Able to work some evenings, weekends & public holidays.
- Making beds (usually standard beds).

## **QUALIFICATIONS AND/OR TRAINING**

- Current First Aid certificate or willingness to obtain.
- Full and valid driver's licence. LR, MR and HR licenses desirable.
- Full-time access to a comprehensively insured car.

## **GENERAL EMPLOYMENT INFORMATION**

Northside Community Service is a child-safe organisation. We actively promote the safety and wellbeing of children and all Northside staff are committed to protecting children from abuse or harm.

Northside Community Service is an Equal Opportunity Employer. We value diversity and are committed to workforce diversity and equal opportunity. We recognise that the provision of supportive, safe and harassment free workplace is essential to high performance and promote flexible work, diversity and safety.

All Northside staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct and all relevant policies and procedures
- Comply with the work health and safety policy & procedure
- Undertake a national police check prior to commencement and every 3 years thereafter
- Undertake screening for suitability to work with children, youth and vulnerable people
- Comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT and other relevant legislative requirements

## **SIGNATURE**

Employee signature below indicates the employee's understanding and acceptance of this position description.

Reviewed by HR		Review Date	9/08/2023
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Employee Name		Date	
Employee Signature			

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