

POSITION DESCRIPTION

November 2019

Position Detail

Position Title:	Housekeeping Team Member (Cleaner)
Reporting to:	Village Manager
Employees supervised:	Nil
Expenditure Authority:	Nil
Location:	TriCare Retirement Community (Village)
Salary & Conditions:	As per Aged Care Award 2010

Job Purpose

Responsible for effectively and efficiently undertaking cleaning tasks in order to present the village in a clean, tidy and hygienic condition. Responsibilities to include common areas and if applicable; Independent Apartments/ Units

Main Duties

Cleaning Service:

In accordance with set cleaning schedules/ task lists, undertake cleaning to maintain a high standard of presentation and cleanliness within the village including if applicable, provision of individual resident Apartment/ Unit cleaning services. Key areas of responsibility include however not limited to:

- Cleaning of community area lounges, social and activity areas.
- Cleaning fixtures, fittings and furnishings.
- Cleaning of kitchenettes, bathrooms and laundries.
- Cleaning of entrances, corridors, stairs and lifts.
- Cleaning reception, office and staff areas.
- Cleaning of service areas such as store and cleaners room.
- Restocking of bathroom supplies such as soap, paper towel and toilet rolls.
- Removal of waste to collection areas.
- Window and door cleaning including tracks and screens.
- Apartment/ Unit cleaning including floors, bathrooms, kitchenettes, balconies and patios.
- Changing linen and bed making.
- Cleaning vacant units following reinstatement, during marketing and pre-settlement.

Linen & Laundry Services: (if applicable)

- Distribution of linen to Serviced Apartments.
- Laundering of linen and/ or resident personal laundry.
- Sorting and restocking of linen.

Other Considerations:

- Ensuring hygiene and infection control guidelines are maintained at all times.
- Ensuring the correct and safe use of resources including chemicals, consumables and equipment.
- Maintain strict stock control over cleaning chemicals and consumables.
- Ensure all equipment is safe and in a good serviceable condition and reporting any malfunctions or issues immediately to the Village Manager.
- Is punctual with established work flows and procedures.
- Observation of discretion, privacy and honesty at all times. Ensure that confidential information is handled in accordance with TriCare policies including reporting items of concern to the Village Manager
- Participation in the expedient and efficient co-ordination of solutions to emergency situations which may arise at the village including First Aid.
- Participates in maintaining TriCare's security procedures.
- Participates positively and proactively in team environment including participation in team meetings, promotes and implements team decisions and takes initiative to assist others in the team.
- Participate in ongoing training and development.

Work Health & Safety

All employees have a personal responsibility to work safely and to ensure that they work in a manner to ensure a healthy and safe workplace for other employees, residents, visitors, contractors and self, according to:-

- The requirements of Work Health and Safety (WHS) legislation;
- Related WHS responsibilities; and
- TriCare's Injury Risk Management (IRM) standards.

Skills and Knowledge

- Excellent cleaning skills and sound knowledge of cleaning workflow.
- Customer service and communication skills.
- Knowledge of chemicals and associated safety precautions.
- Knowledge of cleaning equipment operation.
- Knowledge of electrical equipment safety.
- Knowledge of workplace safety.

Qualifications and Experience

- Current First Aid Certificate (or willing to obtain upon appointment).
- Minimum 2 years' experience in cleaning in a service-based industry.

Personal/Other Attributes

- Commitment to high standards and attention to detail.
- Ability to participate actively within a team.
- Empathy in all dealings with residents, relatives and visitors.
- Ability to undertake work with limited supervision.
- Able to accept accountability and responsibility.

Performance Measures

- Annual Performance Review