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| **Position Title & Level/Grade:** | CHOICES Cleaner | **Department:** | CHOICES & Aged Care Services |
| **Reports to:** | CHOICES & Aged Care Manager | **Supervises:** | nil |
| **Internal Liaisons:** | The CHOICES Cleaner will work closely with support coordinators, the rostering team and program managers. | **External Liaisons:** | Participants and Families, other service providers and the wider public. |

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| **Position Objective** | The CHOICES and Aged Care Services is the arm of the agency which offers services under a self-directed model of support to ensure individuals have greater choice and control over their support arrangements. A suite of services to individuals in order to increase their choices in the types of support they engage in, in order to live their lives. Services are delivered within a person centred framework and aim to enhance the independence of each individual. As a Cleaner within the CHOICES & Aged Care Services you will be required to provide ‘domestic assistance’ to individuals with a disability, psychosocial disability or who are aged, in their own homes. The type of service delivered may range from vacuuming to cleaning bathrooms and toilets. Each shift will be different depending on the individual needs of each person, however direction will be provided for each shift. Cleaners will work on their own within clients homes so will be required to hold a Working with Vulnerable People Card prior to starting in the role and will be required to work within the policies and procedures of CatholicCare.  |
| **Key Responsibilities** | **Quality Service Provision** * Provide a cleaning service that shows a high level of attention to the detail. Duties may include but are not limited to: vacuuming, mopping, washing up, washing clothes or bed linen, sorting cupboards, cleaning bathrooms and toilets, cleaning out fridges.
* Engage in conversation with the clients while undertaking the cleaning duties, where appropriate.
* Report potential or actual hazards, risks or incidents **immediately** to next direct in line with the Incident Reporting Policy.
* Remain aware of and only work with products of which you have read the current Material Safety Data Sheet (MSDS) information.
* Provide feedback to office based staff if changes in client’s needs or well-being are noticed.

 **Administration*** Maintain and submit timesheets, including travel mileage to the office by the requested date and time, and in the requested format.
* Provide evidence and documentation as required for your own vehicle, including driving license and current vehicle registration, servicing and comprehensive insurance.
* Maintain a smart device which is compatible with CatholicCare’s Bring Your Own Device (BYOD) Policy.
* Provide feedback and input to in line manager to feed into continuous improvement of the agency.

**Administration*** Actively participate in regular meetings as required.
* Actively participate in annual performance appraisal and competencies as required.
* Stay informed about the National Disability Insurance Scheme and Aged Care Services including any developments and reforms.
* Participate and keep up to date with relevant training e.g. manual handling and Workplace Safety (WHS).

*Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role, team and any organisational objectives.* |

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| **Key Selection Criteria** |
| * Previous experience working as a cleaner is preferred, however relevant experience or training will be considered.
* Ability to work in a flexible and fluid working environment and willingness to travel between clients homes
* Good communication and negotiation skills, with the ability to build rapport with clients and families.
* Hold a smart phone which can be used for work purposes, in line with CatholicCare’s BYOD Policy.
* Hold a current drivers’ license, and have a registered car with comprehensive insurance stating the car can be used for work purposes.
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| **Experience & Knowledge** | * Knowledge of the disability and/or mental health sectors and services
* Knowledge of related standards, laws, legislation, awards regulations and codes
* Knowledge of EEO, Work, Health & Safety and Privacy and Confidentiality policies and legislation
* Experience in working with people with a disability and/or mental illness or who is aging
 | **Attributes** | * Ability to work independently
* Ability to communicate effectively
* Ability and willingness to engage with people in a non-judgmental way
* Personal alignment with the agencies mission and values
* Punctual and Reliable
* Respecting consumers as valued members of their community, understanding their lives, wants, needs and desires
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| **Employee Declaration**  |
| I have read this document and agree to undertake the duties and responsibilities as list above.I acknowledge that:* This position description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role, team and any organisational objectives.
* The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be evaluated against these measures.
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| **Employee** |  |
| **Signature** |  |
| **Date** |  |