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| **POSITION DESCRIPTION** | |
| **Position Title:** | Support Services Worker (Cleaner) |
| **Service/Facility/Department:** | Residential Aged Care Facilities |
| **Direct Reports:** | Nil |
| **Key Relationships:** | **Internal:** Facility Manager, all Facility staff including: administration, nursing, Personal Care Workers, Lifestyle team, Support Service Workers, Allied Health, Maintenance and Volunteers. |
| **External:** Residents, residents’ families, agency staff, contractors and suppliers. |

**Position Statement / Overall Purpose**

The overall purpose of the Support Services Worker (Cleaner)is to provide high quality cleaning services in rostered areas of the facility.

The Support Services Worker (Cleaner) role, in conjunction with other roles in the facility, encourages physical and social independence, supports a safe home-like environment and safeguards the dignity and privacy of residents.

The Support Services Worker (Cleaner) will work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Credentials, Qualifications and Other Requirements**

* Current National Police Check
* Certificate II or III in Asset Maintenance (Cleaning Operations) or similar (desirable)
* Ability to work a 24/7 rotating roster including working on weekends and public holidays as required.

**Key Selection Criteria**

* Demonstrated knowledge and understanding of the use of cleaning equipment and chemicals.
* Demonstrating ability to, and pride in, providing high quality domestic services.
* Knowledge of infection control principles.
* Good oral, written and interpersonal communication skills.
* Ability to maintain a high degree of discretion in dealing with sensitive and confidential matters.
* Demonstrated commitment to providing services to elderly people.
* Ability to work effectively, respectfully and collegially with a team and also unsupervised.
* Knowledge of Workplace Health and Safety requirements in particular manual handling.
* Demonstrated ability to interpret written and verbal instructions and policies and procedures.

**Key Accountabilities and Responsibilities**

1. **Accountability: Service Delivery**

**Responsibilities:**

* Clean designated areas in accordance with set standards outlined by Anglicare.
* Ensure duties are completed within the expected timeframe.
* Maintain appropriate professional boundaries as outlined by Anglicare.

1. **Accountability: Communication & Customer Service**

**Responsibilities:**

* Communicate effectively and appropriately with all residents, including those with challenging behaviours, different cultural beliefs or from non-English speaking backgrounds.
* Act in a professional manner, providing prompt and courteous service to residents and their families and/or carers and team members at all times.
* Be flexible regarding work practices to ensure care meets individual needs.
* Provide responsive service in a manner that enhances resident dignity and self-esteem.
* Attend staff meetings to keep up to date with Anglicare and Facility issues.
* Promote Anglicare and its services in a positive framework to external persons.

1. **Accountability: Administration**

**Responsibilities:**

* Complete documentation in an accurate, professional and timely manner.
* Ensure all documentation is updated, signed and completed as required.

1. **Accountability: Workplace Health & Safety**

**Responsibilities:**

* Ensure actions or lack of action does not place own safety or that of others at risk.
* Use prescribed personal protective equipment and other equipment as instructed to minimise risk of injury, in accordance with procedures and training.
* Follow Material Safety Data Sheets (MSDS) for all chemicals used.
* Comply with Workplace Health and safety regulations.
* Take responsibility for meticulous personal hygiene and a safe work environment.
* Comply with Infection Control Guidelines. and
* Assist in the evaluation of hazards and immediately report any accidents or near misses.

1. **Accountability: Professional Development**

**Responsibilities:**

* Participate in internal and external training when required to increase and maintain knowledge and skill level.
* Complete competencies as required. and
* Participate in the performance review and development process.

1. **Other Duties and Requirements**

* Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment.
* Act in accordance with Anglicare’s Code of Conduct and the organisation’s policies and procedures.
* Ensure that credentials and qualifications set out in this Position Description are current at all times.
* Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manager or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities.
* Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures.
* Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met.

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.