



# Position Description

CLEANER

Date: January 2022  
Division: Community Services

<b>Position title:</b>	Cleaner
<b>Classification:</b>	Care Service Employee - Grade 2
<b>Reports to:</b>	Facility Administrator
<b>Direct reports:</b>	Nil
<b>Liaison:</b>	Internal – Other staff, Residents and residents family External – Visitors
<b>Position purpose:</b>	The cleaner is responsible for maintaining a clean and safe environment to resident rooms, communal areas and staff areas.

All activities comply with all Work Health and Safety legislation, policies and procedures.

This document describes the main responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described in this document.

All staff are expected to demonstrate behaviours that align with Council's core values, Code of Conduct, Work, Health and Safety and Equal Employment Opportunity Principles.

## 1. Organisational Commitment

Employees are required to work in a manner that is consistent with legislative requirements and the Uralla Shire Council mission, values and customer service:

Mission: Uralla Shire Council listens to and facilitates the aspirations of the community.

Values:           Unity                           We succeed as a team with integrity and accountability  
Indicators: no dishonesty; mistakes are identified and corrected.

                  Safety                           Keeping our people and community safe  
Indicators: Hazard reporting is high; incident occurrence is low.

                  Commitment to Service       We use resources efficiently in an equitable manner  
Indicators: Council service is fair, tailored and within resources.

Council service principles:

Respect	All People are equal
Accountability	In the interest of the community
Honesty	We act on facts
Efficiency	Value-for-money use of resources
Equity	We are genuinely fair
Communication	We are clear and concise

Accordingly all employees are to demonstrate the following inherent requirements:

- **Professionalism, Integrity & Ethics**– display a high level of effort and commitment to work performance, exercise reasonable skills and diligence, adhere to Council and industry standards and codes of ethics, and demonstrate trustworthiness and responsible behavior.
- **Teamwork** - encourage and facilitate cooperation, pride, trust, and group identity; foster commitment and team spirit; work cooperatively with others to achieve required outcomes.
- **Customer Service** - work and communicate with the general public, internal and external customers to provide information and quality services targeted to meet customer expectations.

## 2. Responsibilities, Competencies and Accountabilities

### Core Responsibilities

---

1. Cleaning of resident rooms, communal and staff areas including vacuuming, dusting, sweeping, bathrooms, rubbish removal, windows and any other areas that require attention.
2. Replace stock items such as hand towels, toilet paper and the like.
3. Participate in relevant staff meetings as required.
4. Regularly inform supervisor of progress of tasks, problems encountered or situations which may impact on operations.
5. Report any issues to supervisor.
6. Carry out other duties as directed within the scope, skill and competence level of the position and employee.

### Key Tasks

---

As per those determined in the annual divisional review and within the essence of the positions core responsibilities, (as set out above), notwithstanding the need to review and alter the list in response to operational changes, workloads and staff development on an on-going basis. Where it is required that tasks need to be added/removed this will be clearly communicated to the incumbent.

### Performance Measures

---

As per those set out in the annual performance assessment. Performance measures are determined giving consideration to the desired corporate objectives of the organisation as set out in Corporate Service Plans and the broader community services delivery outcomes as detailed in Councils Operational Plan and Delivery Program.

### Delegation of Authority

---

Delegations of Authority are detailed under separate official delegation instrument through the General Manager and are reviewed annually.

The freedom to act and make decisions is governed by clear objectives and budgets with frequent prior consultation with management and a regular reporting mechanism to adhere to such objectives and budgets.

### 3 Terms and Conditions of Employment

#### Required personal attributes and qualities

- Leadership – The ability to demonstrate and provide leadership in the long term interests of the organisation.
- Understanding and acceptance of a change culture – The ability to embrace a continual change position and readily look to seek out and implement new initiatives for the betterment of the community and for the long term sustainability of Council's operations.
- Relationships – The ability to build effective and productive relationships within internal and external stakeholders.
- Commitment, attitude and application to duties – The ability to apply an appropriate level of commitment, attitude and application to duties which will result in measurable outputs and results against identified performance indicators.
- Professionalism – The ability to participate and contribute as a team member in a manner which is supportive and professional, including being respectful of differences of opinion, whilst maintaining the ability to accept the final determination.
- Cooperation and cohesion – The ability to maintain cooperation and cohesion when undertaking all duties in an environment where leadership is provided and professional standards are observed.
- Positive and proactive – The ability to maintain a positive and proactive disposition in times of contradiction and challenge to ones professional and ethical position.
- Practical and common sense approach – The ability to apply a practical and common sense approach to problem solving and to look for innovative solutions.
- Ethics, integrity and values – to always display ethics, integrity and values that reflect personal conduct beyond reproach.

#### Corporate Accountabilities

- Comply with all legislative requirements of the role.
- Personal and professional behavior is consistent with the values outlined in the Model Code of Conduct for Local Councils in NSW and the Uralla Shire Council Workplace Standards of Conduct.
- Adhere to Council plans, policies, protocols and (as required) actively document and revise procedures so they remain current and relevant.
- Store and maintain corporate records in Councils electronic document management system in accordance with relevant protocols, procedures and the State Records Act.
- Actively share information and knowledge on issues, training and practices to relevant staff.
- Identify and subsequently remove, mitigate against or minimize exposures to risk.
- Dress appropriately for the role, including wearing an appropriate uniform if required.

#### Perform as a Team Member

- Productively and cooperatively contribute to the outcomes of work teams.
- Attend and positively contribute to team meetings.
- Take responsibility for and manage own work and contribute to a productive team and work environment.
- Work cooperatively and proactively to achieve the objectives of Services Plans and the priorities identified in the Community Strategic Plan.
- Regularly review and appraise own performance against required levels.

- Undertake an annual performance assessment and contribute to the development of annual work and training plans.

#### **Customer Service Responsibilities**

- Comply with Councils Customer Service Charter and Standards.
- Be accessible and provide customers with clear and accurate information.
- Communicate with customers in a professional and courteous manner.
- Maintain a proactive flow of information with customers.
- Manage customer enquiries, complaints and record keeping within required timeframes.
- Maintain a high standard of personal hygiene and grooming.

#### **Work Health and Safety Responsibilities**

- Follow safe practices/procedures to perform your duties in a manner so as not to put yourself or others at risk of harm.
- Immediately report any hazards, incidents and accidents to the relevant supervisor and take appropriate action.
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified.
- Participate in the development and review of Risk Assessments.
- Report all incidents and near misses.
- Comply with the return to work program.

#### **EEO and Anti-discrimination Responsibilities**

- Adhere to all legislation and follow all protocols and procedures.

Act to prevent workplace harassment or discrimination and report any known incidents

## 4 Selection Criteria

### Required qualifications and licences

Hold and retain a First Aid Certificate

Covid 19 vaccination (or valid exemption due to medical contraindication).

### Essential Criteria

Qualifications relevant to this position or equivalent industry experience.

Experience in a busy work environment which requires effective time management.

Ability to work effectively as a team member, including being able to communicate professionally and respectfully with all people

Ability to work autonomously, be self-directed and motivated.

Demonstrated written and oral communication skills

Sound interpersonal and organisational skills

Proven ability to undertake duties with the highest level of ethics and integrity, including the ability to keep information confidential.

### Desirable Criteria

Experience in a residential Aged Care environment

## 5. Acknowledgment

I have received and read the position description as detailed above.

Signature: .....

Date: .....

Name: .....

Key tasks, performance measures and delegations of authority documents will be provided by your supervisor.

***Please note- Position Descriptions are reviewed to maintain currency and may need to be altered from time to time. Any changes will only occur following consultation with the incumbent and will reflect the organisational requirements at the time.***