



Your home, your choice, our care ...

POSITION DESCRIPTION

Domestic Cleaner (Residencies)

Employee Name (print)	Employee signature (sign)	Date
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Manager Name (print)	Manager signature (sign)	Date
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Part A: Position Description — Cleaner — Adelaide Quality Care

Position Objectives:

- To provide house cleaning services to any Adelaide Quality Care (AQC) clients in a friendly, professional and courteous manner, maintaining the high standards which are expected at AQC.
- Improve and maintain a high standard of home cleanliness and hygiene for our clients.
- Monitor a safe workplace and ensure Health, Safety and Environmental (HS&E) policies and procedures are adhered to.

Reporting and Team Relationships:

- This position reports directly to the Director AQC.
- This role actively assists all other cleaners or maintenance team members and may work in a small team environment.
- Report any issues considered to be detrimental to HS&E.
- The holder of this position will build an effective working relationship with all AQC staff.

Major Challenges:

- Improve individual knowledge and skills through maintaining an interest in cleaning and attending any possible training provided by AQC.
- Follow instructions accurately and with attention to detail.
- Ensure all employees follow company policy and procedures and report any HS&E issues and/or breaches of policies by employees or clients to Director AQC as soon as possible

Part A: Position Description — Cleaner — Adelaide Quality Care

KEY RESULT AREA	PERFORMANCE STANDARDS	MEASUREMENT
General Duties	Be conversant with AQC operational policies and procedures, including HS&E policies and act in accordance.	Duties adhered to in accordance with expectations.
	<p>Provide assistance to AQC clients with all household cleaning needs in a timely and cost effective manner.</p> <p>Assist with, however not limited to;</p> <ul style="list-style-type: none"> • Deep clean all bathrooms, bedrooms, kitchens and associated areas to the highest standard • To make beds and change bedding • Vacuum carpeted and non-carpeted areas, soft furnishings and bedding (deep clean when required) • Wipe down all fixtures and fittings; windows and walls; tidy storage areas. • Report any maintenance issues • Be responsible for a set of keys and for ensuring the security and integrity of clients' houses • Comply with OH&S regulations • Work within the relevant legislation, policies and procedures. • Participate in annual Performance Development Review Process. 	<p>High standard of work completed.</p> <p>Tasks completed on time and in budget.</p> <p>Paperwork completed accurately.</p> <p>Within budget expectations.</p> <p>Management review and client feedback.</p>
Ensure client satisfaction	<p>Maintain a courteous, professional and friendly attitude to all residents at all times.</p> <p>Respond to a clients requests in a timely and enthusiastic manner.</p>	Resident feedback
HS&E	Follow company policies and procedures and report to the Director any safety issues and or breaches of HS&E policies by staff or clients	Management review & feedback

Qualifications:

- Previous cleaning experience
- Drivers licence, (current)
- First Aid Certificate (current or willingness to obtain)
- National Police Clearance (current or willingness to obtain)

Knowledge and / or experience:

- Demonstrated knowledge of hygiene and cleaning.
- Experience in working within the aged or disability industry an advantage.
- Knowledge of legislative requirements for safe work practices and environment.

Technical and business skills and competencies:

- Ability to develop strong working relationships within the team and take instruction from more senior staff and clients.
- Ability to liaise at all levels and build strong rapport with Clients.
- Understanding of HS&E practices.

Personal competencies:

- Articulate with good written and verbal communication skills.
- Ability to prioritise and schedule both long and short term works.
- Ability to work effectively with or without direct supervision.
- High levels of fitness to enable effective performance of duties.
- Clean, neat and tidy appearance.
- Ability to understand and promote the culture and philosophies of AQC.
- A commitment to quality, professionalism, confidentiality and attention to detail in all tasks.
- Integrity, honesty, discretion and tact to ensure that confidential information is treated as such and respect is given in all circumstances to all clients and staff.
- Ability to work under pressure and meet deadlines and commitments.
- A positive “can do” attitude.
- Flexible and responsive to change.
- Ability to contribute effectively within a team environment.
- Ability to prioritise work in response to unforeseen and fluctuating demands.
- Empathetic understanding for aged or disabled persons.

