

Chinese Community Social Services Centre Inc.

(ABN 95 428 365 701)

**CLEANER
POSITION DESCRIPTION**

At Chinese Community Social Services Centre Inc. (CCSSCI), we are committed to the provision of professional welfare services and quality aged care for members of the Chinese-Victorian community. We achieve our mission by attracting and retaining the best staff.

Responsible to: Admin department

Basis of Employment: Part-time (3 days per week) x 2 for a job share arrangement working across Monday to Friday.

Responsible for: Providing day-to-day cleaning of all areas in Box Hill office.

Position Context and Objectives:

The purpose of the role is to:

- Provide day-to-day cleaning of all areas in Box Hill office in creating a clean, safe and comfortable environment for staff and clients.
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KEY RESPONSIBILITIES AND DUTIES:**1. Cleaning duties**

- 1.1. To carry out general cleaning activities to maintain the cleanliness of the office building, including but not limited to front entrance, reception area, meeting rooms, function halls, library, kitchens, bathrooms, workstations according to Cleaning Schedules.
- 1.2. Collection and Disposal of garbage
- 1.3. Vacuuming and mopping the floors of all levels
- 1.4. Daily cleaning twice of all the bathrooms and replenishing toiletries, such as toilet paper, paper towels, and hand wash
- 1.5. Daily cleaning of kitchen areas such as the sink, microwave, oven, dishwasher, cookware, utensils, dishes, cups, lunch tables
- 1.6. Cleaning the function halls every time after the activities had finished
- 1.7. Use of cleaning agents to sanitize and disinfect all the frequently touched surfaces including but not limited to door handles, light switches, printer, share equipment, any surface that is visibly soiled
- 1.8. Cleaning all the windows, glass doors and pictures on wall
- 1.9. Complete cleaning records
- 1.10. Report all identified hazards and incidents
- 1.11. Duties & responsibilities in conjunction with specific work routines & schedules.

1.12. Perform ad-hoc tasks and other duties as directed.

2. Teamwork

- 2.1 Work as a member of CCSSCI's Cleaner Team and carry out your duties in a manner that reflects the mission and values of CCSSCI;
- 2.2 Actively contribute to the establishment and maintenance of constructive relationships within the organisation;
- 2.3 Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others;
- 2.4 Regularly attend and participate in relevant staff meetings and ensure meeting minutes, memorandums and information are read and acted upon.

3. Continuous Improvement/Quality Management

- 3.1 Contribute to the success of CCSSCI as a leading aged care and welfare service provider;
- 3.2 Ensure compliance with CCSSCI's policies and procedures;
- 3.3 Ensure existence of well documented quality improvement plans and processes.

4. Health and Safety

- 4.1 Adhere to Health and Safety regulations, policies and procedures;
- 4.2 Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and consumers;
- 4.3 Demonstrate awareness of Health and Safety law and safe manual handling as relevant to position;
- 4.4 In the event of accidents or incidents that involve staff, clients or volunteers, accurately complete accident/incident forms as may be required and report to the Program Manager;
- 4.5 In the event of hazard identification, complete relevant form and report to the Program Manager;
- 4.6 Immediate reporting to Program Manager of notifiable issues e.g. elder abuse, key risks to the organisation;
- 4.7 Demonstrate an understanding of own role and responsibility in the event of fire and/or other emergency including the ability to evacuate self and other persons as appropriate;
- 4.8 Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturer's instructions and organisational guidelines, and reports any breakdown or requirements to the Program Manager;
- 4.9 Participate in training and education sessions regarding health and safety.

5. Professional Responsibilities

- 5.1 Maintain abreast of current practice and trends in the provision of cleaning services;
- 5.2 Recognise the need for, and actively participate in continuing education and development;
- 5.3 Comply with all Privacy Legislation requirements and CCSSCI confidentiality policy when communicating any or all information pertaining to consumers, staff and the operations of CCSSCI;

5.4 Perform other duties as directed by the CEO and her delegates.

KEY SELECTION CRITERIA

To competently perform in this position, the person should possess the following knowledge, skills and experience:

Essential

- Good oral communication skills in both English and Chinese
 - Able to read and document in English.
 - Previous experience in a professional cleaning environment.
 - Have a good knowledge of cleaning equipment, detergents and its uses.
 - Knowledge and awareness of the relevant health and safety standards.
 - Ability to follow set policies and procedures.
 - Will work to meet our rostering requirements.
 - Physically fit, punctual and reliable.
 - Excellent time management skills.
 - Be able to work supervised and/or unsupervised at times.
 - Ability to work in a team.
 - Have a positive attitude and a willingness to learn.
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KEY PERFORMANCE MEASURES

Area of Performance:	
Cleaning Service	<ul style="list-style-type: none"> ▪ Evidence that maintains the cleanliness in all areas of the office building. ▪ Evidence of competence to complete allocated tasks with satisfactory outcomes within the required timeframes. ▪ Evidence that cleaning equipment and detergents are used correctly and economically. ▪ Evidence that compliance with relevant cleaning standards.
Communication & Teamwork	<ul style="list-style-type: none"> ▪ Evidence of positive interaction with staff and clients. ▪ Evidence of cooperation and respect with other staff members. ▪ Evidence of understanding instruction and able to communicate in English and Chinese.
Compliance/Accreditation/Continuous Improvement	<ul style="list-style-type: none"> ▪ Evidence of compliance with CCSSCI policies and procedures/laws. ▪ Improvement plans; evidence of appropriate/timely follow up/improvements. ▪ Evidence of ongoing professional development.
Occupational Health and Safety	<ul style="list-style-type: none"> ▪ Ability to demonstrate role in the event of fire or other emergency. ▪ Accurate and timely hazard alert reports and corrective actions. ▪ Operates equipment and using detergents in a safe manner at all times.

SALARY AND CONDITIONS:

- Commensurate with qualifications and experience of candidate. (SAC Level 1)
- Social, Community, Home Care and Disability Services Industry Award 2010

PERFORMANCE APPRAISAL

The Cleaner's performance shall be evaluated by the Admin department or delegate at six months service and at the conclusions of 12 months service and thereafter each subsequent 24 months, on termination of service and/or on request.

CCSSCI's policy is that concerns over skill and performance of employees are addressed, wherever possible, through a performance appraisal, which is not related to the Disciplinary Procedure.

Note: Statements in this position description are intended to reflect, in general, the duties and responsibilities of the position and are not to be interpreted as being all-inclusive.

Cleaner

PHYSICAL REQUIREMENTS

Due to the nature of work employees will be required to undertake a diversity of tasks, which may require various forms of mobility.

PHYSICAL REQUIREMENTS OF THE POSITION

The following requirements will be needed to carry out the essential elements of the position as outlined in the position description.

The frequency descriptions relate to the following time frames:

Continuous = 75% to 100% of the work day

Frequent = 25% to 75% of the work day

Infrequent = 0% to 25% of the work day

PHYSICAL DEMAND	FREQUENCY	COMMENTS
Standing and Walking	Continuous	Standing and walking are minor components of the position. They are required for the delivery of service and movement. It will require the ability to fully use both legs on a variety of surfaces.
Sitting	Infrequent	Sitting is a major component of the position and is required when carrying out documentation or administration requirements.
Climbing	Frequent	Climbing is required when ascending or descending stairs or ladders. It will require the ability to utilise both legs and feet and/or hands and arms. Body agility is required.
Balancing	Continuous	Balancing is required to maintain body equilibrium to prevent falling when walking, standing, crouching and/or lifting whilst carrying out client care and job requirements.
Lifting and carrying	Continuous	Lifting and carrying is required in the movement of objects including movement from lower to higher and/or horizontally and/or place to place. It will require the ability to fully use both arms and hands.
Pushing and Pulling	Frequent	Pushing and pulling are required to draw, drag, push or tug objects.
Bending and Crouching	Frequent	Bending at waist level whilst carrying out job. Ability to crouch to floor level when required.
Kneeling	Frequent	Kneeling can be required whilst carrying out job requirements.
Reaching and stretching	Continuous	Reaching and Stretching is required in carrying out cleaning duties, and in the movement of objects.

PHYSICAL DEMAND	FREQUENCY	COMMENTS
Twisting	Continuous	Twisting may be required in the movement of objects. The ability to reach in all directions, and to twist at the waist is required.
Grasping/ Finger Movement	Continuous	Grasping and finger movement (pinching, picking, typing) is required to holding onto objects and in carrying out cleaning duties. It will require the ability to do repetitive motions with hands, wrists and fingers.
Handling and Feeling	Continuous	Handling and feeling are required in carrying out cleaning duties, finger dexterity and hand-eye coordination are required, along with full hand and wrist movement, also the ability to perceive attributes of objects by touching with skin, particularly that of the fingertips.
Talking	Continuous	Required for job requirements. Understanding of the English/Chinese language is required in carrying out cleaning duties and when dealing with clients and other staff. Also the ability to communicate effectively.
Hearing	Continuous	Required for job requirements. Ability to maintain hearing acuity, with correction, if required, and the ability to hear and understand whispered conversations at a distance of up to 1 meter. Ability to interpret what is being heard.
Vision	Continuous	Required for job requirements. Ability to maintain 20/20 vision using correction, if required. Ability to see and recognise objects and read documents. Ability to discriminate between colours and to determine depth perception.
Smelling	Continuous	Required for job requirements. Ability to distinguish odours and identify hazards.
Repetitive Motions	Continuous	Repetitive motions of the wrists, hands or fingers may be required when carrying out administration duties such as, but not limited to typing.

AVAILABLE ASSISTANCE

The following assistance will be available to aid in meeting the physical requirements, however assistance is not limited to this list.

- Orientation program on commencement
- Ongoing education and training, including full instruction on any new equipment purchased
- Policies, Procedures and Guidelines for duties
- Legislation Requirements for duties
- Maintenance system to ensure the duties are preformed within the Policies, Procedures and Guidelines
- Equipment to be maintained in a safe and functional manner
- Equipment
 - Ergonomic work station
- Pre-purchase trials and evaluation of equipment to ensure optimal purchase of goods and supplies
- Shelves to be positioned as appropriate levels
- Effective Committees where staff can participate

AUTHORISATION

Authorised by:

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Chief Operating Officer

Date: July 2023

Review Date: when required

Staff Initial	Authorisation Initial
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EMPLOYEE POSITION DECLARATION

Ihave read and understand the Position Description and Physical Requirements and agree that I have the physical ability to fulfil this position and in fulfilling the Key Responsibility Areas. I understand that the information provided is a general outline and may not encompass every aspect of the position.

I have initialled the top right-hand corner of each page as confirmation of reading and understanding the position and physical requirements.

I understand that this is separate to the Employment Contract that I will sign/have signed*, outlining the Employment Details.

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Signature

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Date

.....
Line Manager's Signature

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Date

.....
Line Manager's Name (Please print)

*Delete as necessary