



POSITION DESCRIPTION

Overview of Northside Community Service:

Northside Community Service is a leading provider of community services. We are committed to delivering exceptional care standards and embracing diversity within our community. Our aim is to enhance the well-being and quality of life of all our clients.

Position Title: Cleaner (Home Support)

Classification Level: Community Services Worker Classification Level 1 Negotiated (as per Northside’s Enterprise Agreement)

Reports To: Manager (Aged Care)

Position Objective:

To provide diligent and thorough cleaning services for individual clients and various Northside venues, while maintaining a high standard of professionalism, communication, and integrity. This position seeks to enhance the well-being and safety of all clients and stakeholders by ensuring cleanliness, promptly addressing and reporting any issues or incidents, and actively participating in ongoing professional development and team collaboration.

Key Responsibilities and Duties:

- Assist individual clients with domestic tasks such as cleaning, mopping, vacuuming, dusting, laundry, and kitchen/fridge cleaning.
- Maintain cleanliness in early childhood centres, offices, and other Northside venues by performing tasks like mopping, vacuuming, dusting, and kitchen/fridge cleaning.
- Ensure that clients have acknowledged the services provided when necessary.
- Report client circumstances, incidents, or emergencies to the Manager promptly.
- Identify and report minor home maintenance and Workplace Health and Safety (WHS) issues to the Manager.
- Maintain precise records for timesheets, travel logs, and WHS.
- Regularly participate in team meetings and professional learning opportunities.
- Attend supervision meetings for feedback and performance evaluation.
- Undertake other duties as directed, consistent with your skills, competence, and training.
- Apply and uphold principles of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety and Environment requirements.

Essential Skills, Knowledge, and Experience:

1. Proficiency in domestic tasks such as cleaning, vacuuming, and laundry.
2. Strong communication skills for reporting client situations to managers.
3. Basic understanding of Workplace Health and Safety.
4. Skills in maintaining accurate records such as timesheets and logs.
5. Display of high personal and professional behavior standards with honesty and integrity.
6. Dedication to providing high-quality, client-focused service.

Reviewed by	Human Resources	Review Date	5/06/2024
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7. Experience with handling sensitive information confidentially.

Qualifications and/or Training:

- Current First Aid certificate or willingness to obtain.
- Full and valid driver’s license. LR, MR and HR licenses are desirable.
- Full-time access to a comprehensively insured car.

Physical Requirements/Work Environment:

- Driving to clients’ locations.
- The position requires the use of a personal vehicle to deliver Northside services.
- Frequent lifting, manual handling tasks.
- Able to work some evenings, weekends & public holidays.
- Making beds (usually standard beds).

General Employment Information:

Northside Community Service is committed to creating a child-safe, diverse, and equitable environment. We adhere to strict safety and anti-discrimination policies and encourage applications from diverse community groups. All employees must comply with our Code of Conduct, Health, and Safety policies and are subject to national police checks and appropriate screenings.

Signature

The employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			