

Cleaning Services Assistant

Introduction

This is the position description for the Cleaning Services Assistant.

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Scope

This position description applies to the Cleaning Services Assistant.

Definitions

Not Applicable.

Policy

Role Description

The Cleaning Services Assistant is responsible to provide cleaning services which contribute to a safe, clean and home like living environment for residents and staff.

Reporting Relationship

On a day to day basis this position shall report to the General Manager.

Indirect reports shall include other organisational management representatives.

Qualifications & Experience

Essential:

- Training or experience in cleaning.
- Current National Police Certificate (or ability to acquire).

Desirable:

- Knowledge and experience in chemical handling.
- Experience in residential aged care.

Key Duties and Responsibilities

- Provide cleaning services according to established cleaning schedules.
- Mopping, vacuuming and polishing floors, shampooing of carpets, damp dusting, waste management and restocking of supplies.
- Assist with laundry practices as required.
- Maintain records of completion of cleaning schedule duties.
- Safe storage and use of cleaning agents including correct cleaning agents used in correct quantities for each task.

- Participate in the infection control program.
- Contribute to a safe environment when undertaking duties ensuring equipment is not obscuring exits and passageways.
- Any other task not defined but within the employees skills, as directed by the organisation.

Performance Outcomes

- Completion of cleaning schedules evidenced in completed check sheets and visual cleanliness and tidiness of the facility.
- Evidence of participation in the infection control program.
- Passageways and exits observed not to be obscured during cleaning duties.
- Evidence that resident related concerns have been reported to the General Manager/RN in Charge.
- Resident satisfaction.

Selection Criteria

1. Well established oral and written communication skills.
2. Ability to operate plant, equipment and chemicals/cleaning products in accordance with the appropriate health and safety procedure.
3. Commercial cleaning skills or prior relevant workplace experience.
4. Ability to prioritise daily workload to ensure cleaning outcomes are delivered effectively and on time.

Mission, Vision and Values

It is a condition of employment that each employee will, at all times, uphold our organisation's mission, vision and values:

- **Mission:** To care for the elderly in our communities in an environment of respect, value and belonging.
- **Vision:** A world where the elderly feel respected, valued and enjoy a quality of life.
- **Values:** **Respect:** Treat all people with fairness and dignity. **Care:** Look after and protect the elderly, and each other. **Teamwork:** Encourage, cooperate and build trust. **Courage:** Do the right thing, even when it's difficult. **Integrity:** Be open, honest and trustworthy. **Innovation:** Think differently to solve problems. **Excellence:** Drive quality to continuously improve.

Professional Conduct

- Unless directed otherwise, perform the duties of the position according to the organisation's policies and procedures, as varied from time to time.
- Comply with all reasonable and lawful requests or directions given by the organisation.
- Promote the organisation's values, reputation and integrity.
- Ensure a high standard of personal appearance and conduct: that is, clean, neat, tidy, punctual, and respectful language and manner toward residents, visitors and other employees.
- At NO TIME must information related to a resident, family or other employee be discussed with anyone other than the relevant individual or professional providing care.
- Ensure a flexible and enthusiastic attitude toward undertaking a variety of tasks, and demonstrated commitment to ongoing quality, with a team approach is expected.
- Report all incidences of suspected or actual abuse of residents and participate fully in the investigation of such incidences. This includes but is not limited to physical, sexual, financial, verbal or emotional abuse.
- Nursing employees must, at all times, adhere to the Australian Health Practitioner Regulation Agency's codes and guidelines for nurses.

Workplace Health & Safety

- Perform the duties of the position according to applicable workplace health and safety legislation and regulations by complying with the organisation's policies and procedures.
- Participate in the identification, risk management and infection control programs and contribute to a clean, safe and healthy work environment to ensure the safety of residents, visitors, other employees and self.
- Report immediately, any equipment or situation which is hazardous, or has the potential to be a safety issue.
- Participate in problem solving processes to resolve workplace health and safety and infection control issues.

Quality Improvement

- Provide competent care in accordance with the organisation's policies and procedures, and legislative requirements relevant to the role.
- Complete an Improvement Form when there is an identified need to improve.
- Actively participate and contribute to quality activities which promote quality improvement to care provided, such as, follow up of Improvement Forms, attendance at staff meetings, ongoing education, internal assessments, review of procedures, and evaluation of new products and equipment.

Ongoing Education & Development

- Attend annual mandatory training as required by the organisation, including but not limited to, manual handling, emergency procedures, and infection control.
- Participate in non-mandatory training as provided from time to time at the facility or via the Aged Care Channel online.
- Regularly read work emails and staff notice boards at the facility to remain up-to-date with the organisation's communication including staff memos.
- Membership of relevant professional groups and or associations is recommended.

- The organisation is committed to a program of on-going performance appraisals for each employee. Each employee is required to undertake performance appraisals as required by the organisation.
- Work toward annual training objectives following annual appraisal to ensure skills and knowledge remain up-to-date to fulfill role.

References/Resources

Not Applicable.