Support Worker - Cleaning

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| **Primary Purpose** |
| The Support Worker – Cleaning will support the delivery of a safe and clean living environment for residents and work environment for staff in alignment with appropriate standards.  |
| **Organisational Environment**  |
| Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation. Our mission is to provide quality, compassionate health care to the most vulnerable, including those reaching the end of their life. With over 18,000 staff and volunteers, we have a national network of 14 Public and Private Hospitals, 72 Residential Care and Retirement Communities and 19 Community Care service centresCalvary continues the mission of the Sisters of the Little Company of Mary, a [mission](https://www.calvarycare.org.au/about/mission-and-values) focused on caring for those who are sick, dying and in need.  We express our values of hospitality, healing, stewardship and respect through “being for others” exemplified by the [Spirit of Calvary](https://www.calvarycare.org.au/about/mission-and-values/) and the example of Venerable [Mary Potter](https://www.calvarycare.org.au/about/heritage/).As an equal opportunity employer, we value diversity and are committed to fostering a workplace that is respectful, welcoming and inclusive where people are supported to draw strengths from their identity, culture and community. We value the integral dignity of each person and we encourage applications from First Nations peoples, people living with a disability, LGBTIQ+ people, people who have come to Australia as migrants or refugees and veterans. |
| **Responsibilities** |
| ***Excellence in Service Delivery:*** * Ensure environmental service standards are met and maintained, and the residents living environment is safe and maintained to a high standard of cleanliness
* Completion of cleaning tasks include mopping and vacuuming floors, carpet cleaning, damp dusting, cobweb removal, window cleaning, cleaning of toilets, bathrooms, resident rooms, public areas, offices, back of house, waste management and at times external areas including outdoor furniture.
* Undertakes daily, weekly, monthly cleaning tasks as per homes cleaning schedules and documents completion of the scheduled tasks as required.
* Operate mechanical cleaning equipment such as carpet cleaning machines, steam cleaners and hard floor scrubbers.
* Ensuring that all duties are worked in accordance with infection control and workplace health and safety requirements including the safe storage and use of cleaning chemicals
* Ensure the appropriate chemicals are used safely and in accordance with SDS and cleaning schedules.
* Maintains adequate stocks of paper goods and chemicals throughout the home and ensures deliveries are put away as per storeroom allocations
* Completes sign off record forms for each shift, showing what tasks have been completed and document any carry over issues.
* Supports Home Manager in home audits and compliance checks as requested
* Report any maintenance, supplies or resident related issues so they can be followed up promptly.
* Provide social and emotional support to all residents ensuring that care provision is holistic and person centred.

***Excellence in Service Development:*** * Be proactive in identifying potential opportunities for quality improvements in all aspects of service delivery
* Be part of a culture which encourage residents, their families and friends, members of the community and work colleagues to raise concerns, suggestions and complaints and see these as opportunities to improve the quality of our work
* Utilise company resources in an effective and efficient manner including ensuring any equipment breakdowns and malfunctions are reported.

***People and Culture:**** Practice in accordance with Calvary and relevant Government policies and procedures, the position description, Code of Conduct and industrial agreements.
* Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary’s values of healing, hospitality, stewardship and respect.
* Respect each person’s privacy, dignity and confidentiality when providing services for residents
* Promote and contribute to person-centred and resident-led care
* Participate in all training relevant to their role at Calvary and assist in training others in their role where reasonably directed to do so.
* Develop and maintain excellent relationships with families, visitors and the community
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| **Work Health & Safety** |
| *WH&S Responsibilities:** Take reasonable care of your own health and safety and the health and safety of others in the workplace;
* Comply with relevant Calvary WHS policies, procedures, work instructions and requests;
* Report to your supervisor any incident or unsafe conditions which come to your attention;
* Observe any additional requirements as outline in Calvary’s WHS Responsibilities, Authority and Accountability Table
* Report all hazards, maintenance required and equipment in need of repair or service
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| **Key Relationships** |
| Internal: | Home ManagerClinical Care Coordinator/Care ManagerResidents and staff forums/ committees & Volunteers |
| External | Government departments and statutory bodies  |
| **Position Impact** |
| Direct Reports: | NA |
| Budget: | NA |
| **Selection Criteria** |
| **Essential*** Effective interpersonal communication; both written and verbal
* Demonstrated ability to prioritise workloads
* Commitment to continuous quality improvement
* Working knowledge of WH&S and Infection Control
* Experience in cleaning tasks such as mopping, vacuuming, dusting

**Desirable*** Knowledge and experience in safe chemical handling
* Experience in Aged Care
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| **Approvals**  |
| Employee Name & Signature: | Date: |
| Manager Name & Signature: | Date: |