



Red Cross acknowledges  
the Traditional Owners  
of this land, their ancestors  
and Elders, past and present.

the  
power of  
humanity



# Volunteer role description

## Volunteer Housekeeper – Mackay Wellbeing Centre

<b>Department</b>	<b>Regional Services Northern</b>
<b>Availability</b>	<b>Monday – Friday   Ongoing   To be discussed</b>
<b>Location</b>	<b>Mackay Wellbeing Centre, Thomas Street West Mackay QLD</b>
<b>Category</b>	Contributing to our operational work

### **Building an inclusive, diverse and active humanitarian movement based on voluntary service**

#### **Role purpose**

The Mackay Wellbeing Centre is a 16 bed accommodation service that provides safe and affordable accommodation to patients and their carers travelling from rural and remote Queensland to access specialist medical services that are not available in their local community.

The position is responsible for ensuring the general cleaning and housekeeping at the Mackay Wellbeing Centre is completed on a regular basis and to a high standard so all guests can enjoy a pleasant, safe environment to stay in.

#### **Role responsibilities**

- Undertake cleaning and general housekeeping duties, including some washing in accordance with the cleaning schedule
- Ensure cleaning equipment and solutions are maintained and stored in a safe and hygienic manner according to current Red Cross Work Health & Safety policy and procedures and relevant legislation
- Report any property damage, hazards or issues to the Wellbeing Centre Administration Volunteers immediately in order to minimise potential risk or injury to other volunteers, guests and members of the public
- Represent Australian Red Cross in a professional manner at all times in accordance with the Red Cross code of Conduct

#### **Knowledge, skills and experience**

- Ability to conduct all cleaning and housekeeping duties as required effectively using the provided equipment, products, and tools
- Level of physical health and stamina that allows for light lifting and regular use of stairs
- Ability to use initiative and work in a safe manner with minimum supervision
- Ability to communicate with a diverse cross section of the community, including Aboriginal and Torres Strait Islander people and those from culturally and linguistically diverse backgrounds

---

### Check requirements

- A National Criminal History Check prior to commencement and renewed every five years (Red Cross will arrange this)
- Reference Check

---

### Learning and development

- Complete Red Cross online learning modules as required
- Attend Red Cross Volunteer Induction, Program Training and ongoing training as required

---

### General conditions

We act always in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct

We are a Child Safe organisation and all volunteers are required to comply with relevant State and Territory legislation requirements

We comply with the Red Cross Workplace Health and Safety management system

We demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way

We may be required to assist the organisation on occasion, in times of national, state or local emergencies or major disasters

*In all activities, our volunteers are guided by the Fundamental Principles of the Red Cross and Red Crescent Movement*

**Humanity**

**Impartiality**

**Neutrality**

**Independence**

**Voluntary Service**

**Unity**

**Universality**

---