



## POSITION DESCRIPTION

**POSITION TITLE:** Hospitality Services - Cleaning  
**DIRECTORATE:** Care and Services  
**SERVICE:** Residential  
**REPORTING TO:** Centre Operations Manager/Service Manager

### Key Position Objectives:

The role of Hospitality Services - Cleaning within Amana Living Includes but is not limited to:

#### 1. Working within Amana Living Core Values

Performs all duties and interacts with management, staff, residents and their families, visiting health professionals and any other person in the work environment in accordance with Amana Living Core Values:

Core Values	Performance Standards
Compassion	Courtesy and kindness are extended to each person in every circumstance
Justice	All interactions are based on fairness and honesty
Hope	Is the expectation of triumph over every challenge
Inclusiveness	We exist to serve people from all walks of life

#### 2. Key Outcomes

- **General**
  - Demonstrates competent time management techniques in cleaning routines
  - Vacuums, sweeps, dusts and mops all designated areas
  - Follows cleaning schedule
  - Maintains appropriate resident interactions in line with the organisational values
  - Considers resident lifestyles and personal choice
  - Maintains effective interpersonal relationships with others, utilising appropriate channels for assistance guidance and concerns
  - Responds to emergency cleaning requirements as directed
- **Compliance with Relevant Acts and observed Regulations**
  - Complies with Amana Living's policies and procedures
  - Participates in and promotes regulatory compliance in occupational health and safety against Amana Living's Policies and Procedures
- **Personal Development**
  - Attends and actively participates in compulsory training sessions and meetings as required by Service or Centre Operations Manager
  - Contributes to the continuous improvement of own work and facility practices
  - Acts to enhance the professional development of self
  - Complies with infection control standards and practices

### 3. Key Physical Requirements:

The work undertaken by a Cleaner involves almost constant physical activity varying from a low to high intensity but predominantly of a medium intensity. The nature of the activities requires staff to spend long periods of the day alternating between walking and standing activities. The use of cleaning equipment such as vacuum cleaners, mops, brooms, as well as pushing of cleaning trolleys requires staff to possess the following physical capabilities as demonstrated through the tasks below:



Good spinal strength and flexibility, with the ability to maintain a crouched or kneeling position for several minutes at a time repetitively throughout the day. Good shoulder, arm and wrist strength is required with occasional lifting up to 10kgs between floor and waist level of mop buckets etc, occasional lifting up to 5kg above shoulder height and repetitively carrying items between 5 to 10kgs over short distances.



Frequent pushing/pulling of equipment weighing up to 20kgs over short distances.

### 4. Freedom To Act:

In line with the delegated Authority Schedule.

### 5. Selection Criteria:

M/D	Requirements
M	Police Clearance
M	Successful completion of pre medical form and reference checks
M	Successful completion of the key physical requirements assessment
M	Ability to re-prioritise workload on as needs basis
M	Ability to work independently and as a member of a team, as required
M	Demonstrated good verbal, written and interpersonal communication skills
M	Passion for maintaining high standards of cleanliness
D	Basic computer skills and willingness to learn
D	Previous experience in stock control and ordering
D	Previous cleaning experience within the aged care industry

### 1. Core Competencies (assessed at 3 months, annually and biennially):

M/D	Requirements	3months	Annually	2years
M	Fire Extinguisher and Emergency Procedure training	-	X	-
M	Fire Warden training (if required)	-	X	-
M	Manual Handling training	X	X	-
M	Elder Abuse & Behaviours of Concern training	-	-	X
M	Food Safe training	-	-	X
M	Infection Control training	-	-	X
M	Person Centered Care training	-	-	X
M	Chemical Safety training	-	-	X
M	HR training (EEO, Bullying and Cultural Diversity)	-	-	X
M	Occupational Health and Safety training	-	-	X
M	Complaints and Comments training	-	-	X

M = Mandatory D = Desirable