

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Night Caretaker	Department	Community Services
Location	Kalgoorlie-Boulder, Goldfields	Direct/Indirect Reports	0
Reports to	Housing and Resident Support Services Manager	Date Revised	August 2017
Industrial Instrument	WA Enterprise Agreement		
Job Grade	Job Grade 3		

■ Position Level Descriptor

An individual at the Team Member level is accountable for their performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis.

■ Position Summary

Night Caretakers are responsible for ensuring that residents staying in Red Cross temporary accommodation and support facilities are kept safe and feel supported throughout their stay, through the provision of pro-active overnight facility safety and resident support services. Night Caretakers provide frequent facility checks and patrols, respond to resident and non-resident requests to enter and exit facilities and respond to any safety breaches that may occur. Night Caretakers look out for the safety of all residents and assist in responding to any residents' needs that may occur overnight. Night Caretakers ensure that facilities are maintained to a high standard of safety and cleanliness and assist with facility tasks such as setting up breakfast, replenishing supplies, organising transport, maintaining stocks and stores and minor cleaning tasks.

Night Caretakers are required to have knowledge of and respect for Aboriginal people, experience in safety/security work, good communication and problem-solving skills, a high standard of customer service and the ability to follow organisational policies and procedures.

■ Position Responsibilities

Key Responsibilities

- Continuously checking that all areas of the facilities are safe and secure and that entry to and from facilities are controlled in accordance with facility rules. Undertaking and recording regular facility patrols throughout the night.
- Reporting any repairs or other health and safety concerns. Ensuring that health and safety standards are maintained, facilities are kept tidy and rubbish-free and assisting with health and safety and maintenance tasks as required.

- Undertaking minor cleaning and preparation tasks in accommodation, staff and communal areas, such as cleaning units and bathrooms, stripping and making beds, preparing dirty linen and towels for collection and re-stocking bathrooms.
- Keeping storerooms, receptions, kitchens, communal areas and staff offices tidy and well organised and ensuring that supplies are recorded and stocked up.
- Providing a friendly, caring and responsive service for all residents and assisting with any overnight support and other needs that arise.
- Setting up dining areas for breakfast each morning.
- Keeping records of all activities, incidents or requests that have occurred on each overnight shift and participating in handover meetings at the beginning and end of each shift.

■ Position Selection Criteria

Competencies

- Understanding and respect for Aboriginal culture and the ability to work effectively alongside Aboriginal people.
- Experience in providing premises' safety and security in a similar or related role.
- A proactive approach to looking after facilities and supporting residents in a caring and responsive way.
- Good communication and interpersonal skills and the ability to respond to incidents and requests sensitively and safely.
- Understanding of health and safety and risk management and the ability to maintain all aspects of facility safety.
- The ability to work under the direction of the manager and to work in accordance with facility and Red Cross rules and policies.

Qualifications/Licenses

- Security Licence or significant relevant experience in a security or premises safety role.
- A Working with Children Check is a mandatory requirement for this role.

Behavioural Capabilities

- **MODEL | Demonstrate Care and Commitment | Demonstrates the Seven Fundamental Principles of the Red Cross Movement: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality**

Actively demonstrates behaviours consistent with Red Cross Fundamental Principles | Assists others within the framework of Red Cross goals and Fundamental Principles | Shares skills and encourages clients to learn | Acts as a practical resource to vulnerable people | Identifies and addresses needs, issues and concerns of clients | Consistently demonstrates behaviours in accordance with the Code of Conduct

- **ACHIEVE | Plan and Implement | Effectively scopes, plans and implement work activities**

Clarifies individual work expectations and objectives | Understands the relationship between various work activities | Understands basic project management methodology | Effectively plans, implements and monitors own work plan | effectively manages own time

- **COLLABORATE | Share Information and Communicate Effectively |** Shares information consistently and transparently

Proactively shares information and ideas | Actively listens to aid understanding | Ensure others have a chance to offer a point of view | Asks questions to clarify situation | Encourages others' point of view

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Code of Conduct and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter. Police check renewals may be required earlier than 3 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters