

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Short Stay Worker	Department	Community Services
Location	Kalgoorlie-Boulder Aboriginal Short Stay Facility & Outridge Terrace	Direct/Indirect Reports	0
Reports to	Accommodation and Resident Support Manager	Date Revised	August 2018

🕒 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

Short Stay Workers are responsible for providing a wide range of daily tasks that support residents to enjoy a safe and productive stay and ensure that the facility is maintained to a high standard of safety, maintenance and cleanliness. The position holder is required to have knowledge of and respect for Aboriginal people, language and culture and good communication and teamwork skills, in order to develop and maintain supportive relationships with residents, staff, volunteers, community members and other agencies.

Short Stay Workers work on a flexible roster basis from Monday to Sunday and undertake daytime, evening and night shifts, including overnight shifts.

🕒 Position Responsibilities

Short Stay Premises and Equipment

- § Ensuring health and safety standards are maintained and assisting with health and safety checks. Continuously checking that the facility is safe and reporting any repairs or other concerns.
- § Making sure that the facility is kept safe and secure and the gate, resident and staff-only areas are locked properly and are continuously monitored.
- § Maintaining the grounds, keeping the grounds tidy and rubbish-free, watering plants and making sure the grounds are maintained to a high standard.
- § Making sure all aspects of the facility are well maintained, including cabins, tents, the community building and all facility equipment. Checking for repairs and maintenance. Carrying out minor repairs and reporting other repairs.
- § Cleaning units and communal areas on a daily basis, cleaning the community building and keeping facility equipment clean.
- § Preparing units for people arriving at the facility, including stripping and making beds, cleaning and ensuring adequate supplies are provided.
- § Helping with linen and towel changes. Preparing the dirty linen and towels for collection, stocking clean linen and towels in the store room and washing items as required.
- § Re-stocking the community building and unit bathrooms with soap, hand towels and toilet paper.
- § Helping with fire safety and fire drills and making sure the first aid boxes are well stocked.

- § Keeping the storerooms, community building and staff areas tidy and well organised and ensuring that supplies are stocked up.

Facility Residents

- § Providing a friendly, welcoming service for all residents and visitors.
- § Checking in new residents and issuing them with their inventory and key. Showing new residents around the facility, helping them to settle in and understand the rules and procedures and showing them how the equipment works.
- § Checking out residents who are leaving and ensuring that they have paid their charges, cleaned their unit and returned any property to us.
- § Helping to order, prepare and serve meals for residents and cleaning up the kitchen and dining area after meal times.
- § Responding to residents' requests and assisting them with their needs, such as making appointments and referrals to other services and organising transport for planned appointments. Liaising with other service providers regarding residents' requests, needs and other arrangements, under the direction of the manager.
- § Ensuring all visitors sign in and out of the facility and that they comply with the Visitors Policy and facility rules.
- § Keeping records of all activities planned or done that involve residents.

Other requirements

- § Understanding and respect for Aboriginal culture and the ability to work effectively alongside Aboriginal people at the facility and in the community.
- § Availability to work flexible hours on a roster basis, including days, evenings, nights and weekends.
- § The ability to work under the direction of the manager.
- § A proactive approach to looking after the facility and supporting residents.
- § Good organisational skills and the ability to manage and complete tasks on time.
- § Good customer service skills and the ability to provide tailored support for residents.
- § Understanding of health and safety and risk management and the ability to maintain all aspects of the facility under the direction of the manager.
- § Good communication and interpersonal skills.

Qualifications/Licenses

- § Current Driver's License.
- § 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

- § **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**

Gathers information from key sources to fully understand the situation | Probes for further information to clarify vague or confusing issues | Differentiates key elements from the irrelevant or trivial | Makes prompt and clear decisions based on comprehensive research | Makes decisions without having to refer to others

§ **ACHIEVE | Change, Adapt and Innovate | Improves processes or programs through demonstrating flexibility and innovation**

Enlists others to support the change process | Models the change expected in others | Understands how change impacts the individuals and teams | Communicates the rationale behind change initiatives

⌄ **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 Code of Conduct.

§ Comply with the Work Health and Safety management system.

§ Undertake a police check prior to commencement and every 3 years thereafter.

§ 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.

