

**Position Description**
**Position title: Housekeeping**

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| **Mission Australia** |
| About us: | Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.We’ve learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.Together we stand with Australians in need, until they can stand for themselves. |
| Purpose: | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.*“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration  |
| Goal: | To reduce homelessness and strengthen communities. |
| **Position Details:** Position Title: **Housekeeping (David Martin Place)** |
| Division: | Service Delivery |
| Reports to: | Triple Care Farm DMP Team Leader |
| Position Purpose: | **Responsible for housekeeping at David Martin Place; including house cleaning, food storage and preparation, maintenance reporting to ensure young people are supported with a safe environment while attending the withdrawal facility** |
| Key Result Areas | * KRA 1: Program Support – Hygiene (Cleaning and Laundry)
* KRA 2: Program Support - Kitchen
* KRA 3: Administration
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| Key Challenges | Managing conflicting priorities, keeping within budget and ensuring the highest quality of hygiene in a withdrawal unit for 10 young people. |

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| 1. Position Requirements

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| Key Responsibility Area 1 | **Program Support – Hygiene (Cleaning and Laundry)** |
| Key Tasks: | Job holder is successful when: |
| * Provide housekeeping service to young person’s rooms – including cleaning of bathrooms and bedrooms
* Ensure young person’s room is equipped with clean linen and bathroom supplies
* Ensure young person’s room is in good functioning order
* Ensuring equipment in DMP is in good workable order.
* Responsible for the daily upkeep and general cleanliness of all general areas so as to provide smooth day to day operation of DMP
* Responsible for the upkeep and general cleanliness of all hospitality related areas such as but not limited to chemical storage areas, linen storage areas, crockery/cutlery stock and laundry areas, bathroom facilities, worker areas, BBQ – terrace area, etc.
* Provide laundry service for young people; ensuring linen store is well stocked and correctly stored, young people are support to launder their personal clothing.
 | * Young person’s space is of a high quality hygiene standard
* Clean linen and bathroom supplies are restocked weekly or as required.
* Report any maintenance issues, unserviceable or damaged equipment promptly. Report building defects.
* General areas are of a high standard of cleanliness.
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| Key Responsibility Area 2 | Program Support – Kitchen – Food handling, ordering and preparation |
| Key Tasks: | Job holder is successful when: |
| * Order groceries and prepare meals with Youth worker, in consultation with the Registered Nurse; to be available for breakfast, morning tea, lunch, afternoon tea, dinner and supper.
* Preparation of special diets or cultural/religious meals to meet the needs of individual residents within the budgetary constraints.
* Receive food deliveries and ensure prompt and correct storage.
* Ensure food is stored within the correct temperature range and labeling.
* Assist in stock control, ordering through nominated suppliers, stock rotation and food storage at appropriate temperatures.
* Report Maintenance problems immediately
* Ensure cleaning schedules and condition of the kitchen and dining premises are maintained.
* Monitoring and recording of temperatures on a daily basis of all refrigeration/freezer units.
* Handling of all foods according to appropriate food standards.
* Preparation and presentation of food within a set time frame to ensure freshness quality and to maintain food safety.
* Ensure personal hygiene (especially hand hygiene) is maintained at a high level at all times
* Dress and foot wear are in accordance with NSW Health and NSW Food Authority and Accreditation Standards
* Report any rodent or insect sighting promptly.
 | * Meals are to be nutritious and well balanced in accordance with the young person’s dietary requirements.
* Appropriate food is available for specific dietary requirements.
* Ensure food deliveries are stored correctly, use by date rotated and hygiene food practices followed; ensuring adequate quantities with minimal wastage.
* Food is available for young people that cannot meet meal times.
* Maintenance items logged in maintenance register.
* Kitchen and dining premises are of high standard of cleanliness.
* Recording fluctuations of temperatures and reporting any anomalies.
* Standards of hygiene are maintained within the kitchen and food service areas, including kitchen cleaning, the use and storage of chemicals, cleaning materials, food and effective disposal of sharps and other dangerous implements.
* Presents in a clean uniform. Hair is contained / tied up. Hands are clean and washed regularly.
* Housekeeper is appropriately dressed and meets hygiene standards set by the NSW Health and NSW Food Authority and Accreditation Standards.
* Rodent and/or insect sightings are reported promptly and attended by pest control
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| Key Responsibility Area 3 | **Administration** |
| Key Tasks: | Job holder is successful when: |
| * Ensure that all petty cash is accounted for and that relevant receipts are handed into administration.
* Ensure that all expenditure is within delegated authority
* Ensure the timely ordering and delivery of groceries, cleaning products, etc.
* Ensure that all invoicing is correct and forwarded to administration for processing
* Ensure that all vehicle log books are signed and dated correctly.
* Ensure that fleet vehicles are well maintained, clean and that any damage is reported promptly.
* Ensure skills and training are up to date with best practice
* Ensure that timesheet details are accurate and all timesheets are handed in to Team Leader
 | * Petty cash is kept up to date and balanced; in line with MA financial policy.
* Orders are kept to budget as advised by Team Leader
* There is a consistent supply of food and cleaning items
* All purchase invoices are given to administration weekly
* All log books are completed and accurate; in line with MA fleet policy.
* Vehicles are maintained in good condition.
* Attend training as directed by Team Leader when required.
* Timesheets are well managed, accurate and submitted on time in all cases.
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**U Work Health and Safety** Everyone is responsible for safety and must maintain:* A safe working environment for themselves and others in the workplace
* Ensure required workplace health and safety actions are completed as required
* Participate in learning and development programs about workplace health and safety
* Follow procedures to assist Mission Australia in reducing illness and injury including early

reporting of incidents/illness and injuries **Purpose and Values** |
| * Actively support Mission Australia’s purpose and values;
* Positively and constructively represent our organisation to external contacts at all opportunities;
* Behave in a way that contributes to a workplace that is free of discrimination, harassment and

bullying behaviour at all times;* Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
* To help ensure the health, safety and welfare of self and others working in the business;
* Follow reasonable directions given by the company in relation to Work Health and Safety.
* Follow procedures to assist Mission Australia in reducing illness and injury including early

reporting of incidents/illness and injuries* Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
* Actively support Mission Australia’s Reconciliation Action Plan.
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**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role** |
| Competencies |
| * Computer skills in a Microsoft Office environment.
* Excellent communication skills both written and verbal.
* Demonstrated computer literacy including the suite of Office programs.
* Ability to handle multiple tasks and competing interests.
* Ability to deal with ambiguity and confidentiality
* Action oriented and takes accountability to achieve results in line with set timeframes.
* Demonstrated experience working and collaborating effectively with others, ensuring key stakeholders are involved, sharing information and ensuring people are kept informed of progress, changes and issues.
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| Experience and Qualifications |
| * Qualifications in hygiene, maintenance management and safe food handling or demonstrated experience in this area.
* Demonstrated high level of interpersonal, verbal and written communication skills.
* Capacity for flexibility and self-direction in organising and managing workloads.
* Demonstrated ability to work as part of a team.
* Current NSW Driver’s License.
* Computer literacy
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**Compliance checks required**

**Working with Children** [x]

**National Police Check** [x]

**Vulnerable People Check** [ ]

**Drivers Licence** [x]

**Other (prescribe)** [ ]

**Approval**

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| **Manager name**  | Gabriella Holmes | **Approval date** | 30/07/19 |