



ROLE DESCRIPTION

Role Title:	Cleaner
Classification Code:	WHA-2
LHN/ HN/ SAAS/ DHA:	Northern Adelaide Local Health Network
Hospital/ Service/ Cluster	Modbury Hospital
Division:	Corporate Services
Department/Section / Unit/ Ward:	Torrens International Residence
Role reports to:	Office Manager
Role Created/ Reviewed Date:	
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working with Children Check (WWCC) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)
Immunisation Risk Category	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The Health Ancillary employee (cleaner) is accountable to the Office Manager, Accommodation, Torrens Valley International Residence.

The cleaners position is an integral part of the TVIR team, it contributes to the overall timely cleaning tasks required by the facility, which ensure that the current, appropriate high standard of work practices are maintain, which in turn results in optimum revenue for the Northern Adelaide Local Health Network.

Torrens Valley International Residence (TVIR) provides short and long term accommodation for SA Health staff, patient's relatives, International, interstate, SA local and country students as well as clients who are employed on a full time basis in a 274 room complex within the grounds of the Modbury Hospital. The high standard of work practices provided by the staff of TVIR result in contributing to the provision of a good quality international student residence which in turns generate maximum financial return for NALHN.

Key Relationships/ Interactions:

Internal

The Health Ancillary (cleaner) reports directly to the Office Manager, TVIR
Works collaboratively with members of Reception staff and other ancillaries

Challenges associated with Role:

Major challenges currently associated with the role include:

- Cleaning of residential facility – physical and demanding role
- Non air-conditioned facility – hot environment during summer periods
- Strict time frames for performing duties –need to be able to adapt to constant changing demands

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Contribute to the provision of an efficient and high standard cleaning service for the Modbury Hospital by carrying out all cleaning duties associated with Torrens Valley International Residence, including:	<ul style="list-style-type: none">• Mopping, dusting, polishing, washing, sweeping and vacuuming carpets.• Cleaning of spillage.• Routine floor maintenance, including the sealing of floors and routine shampooing of carpets or similar.• High cleaning, wall washing.• Window cleaning.• Cleaning of toilets and shower blocks.• Cleaning of kitchens.• Bed making.• Removing, transporting and storing equipment and objects.• Assisting in loading, unloading and transporting linen and equipment.• Collecting, removing and disposing, as appropriate, of all types of refuse and trolleys.• Cleaning and up keeping cleaning equipment.• Assisting with dispensing of cleaning supplies and checking stock levels for reordering purposes• Stocking linen store and assisting with the return of clean and soiled linen supplies• Keep accurate & legible work records
Contribute to the health and safety of myself and fellow employees by:	<ul style="list-style-type: none">• Ensuring that correct techniques and use of equipment are upheld at all times• Following operating policies and procedures and adhering to safety rules.• Reporting accidents, work injuries and potential work hazards to the Work Health & Safety Representative and Office Manager.• If required by the nature of the work, wearing personal protective equipment and clothing.• Participating in on- going training in Work Health & Safety as directed.• Shall not work in an unsafe manner that may cause harm to me or fellow workers.• Shall not work under the influence of alcohol or drugs.
Demonstrates and maintains a satisfactory knowledge and skill base to perform role by:	<ul style="list-style-type: none">• Undertake training as required and maintaining required skills and knowledge applicable to role

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

Personal Abilities/Aptitudes/Skills:

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- > Ability to work with a degree of autonomy and exercise judgement and initiative in the day to day execution of the workload.
 - > Ability to remain flexible and show initiative in responding to changing demands and situations.
 - > Well developed organisational skills in managing a multiplicity of tasks and organise workloads and priorities to meet changing demands.
 - > Ability to communicate effectively both verbally and in writing.
 - > Ability to work with minimal supervision.
 - > Ability to accept instructions and corrections from supervisory staff.
 - > Ability to work amiably with others.
 - > Ability to use discretion, maintain confidentiality and work with a wide range of people from different cultures, background and circumstances.
 - > Self-motivated.
 - > Be physically fit to carry out the duties of the position.
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Experience:

- > Demonstrated cleaning experience in a commercial residential facility

Knowledge:

- > Understanding of Work Health and Safety principles and procedures
- > Understanding of the Australian National Safety & Quality Health Service Standards.
- > Knowledge and commitment to customer service principles and a sound understanding of the general principles relating to confidentiality
- > Knowledge of Manual Handling Principles
- > Knowledge of cleaning and sanitation processes

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

Personal Abilities/Aptitudes/Skills:

- > Demonstrated manual handling skills

Experience

- > Previous experience with industrial cleaning equipment
- > Previous cleaning experience in a “rooming house” residential facility

Special Conditions:

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Criminal and Relevant History Screening.
- > *Prescribed Positions* under the *Child Safety (Prohibited Person) Act (2016)* must obtain a satisfactory Criminal and Relevant History 'Working with Children Check' (WWCC) employment screening through the Screening and Licensing Unit, Department of Human Services..
- > Criminal and Relevant History Screening must be renewed every 5 years thereafter from date of issue for 'Prescribed Positions' under the Child Safety (Prohibited Person) Act (2016)
- > Criminal and Relevant History Screening must be renewed every 3 years for "Approved Aged Care Provider Positions" as defined under the Accountability Principles 2014 pursuant to the Age Care Act 2007 (Cth)..
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Appointment is subject to immunisation risk category requirements (see page1). There may be ongoing immunisation requirements that must be met.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements.*
- > *Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.*
- > *Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia 2014.*
- > *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- > *Child Safety (Prohibited Person) Act (2016).*
- > *Disability Discrimination.*
- > *Independent Commissioner Against Corruption Act 2012 (SA)*
- > *Information Privacy Principles Instruction*
- > *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008 and the SA Health (Health Care Act) Human Resources Manual.*
- > *Relevant Australian Standards.*
- > *Duty to maintain confidentiality.*
- > *Smoke Free Workplace.*
- > *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*
- > *Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.*

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Commitment

NALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, NALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Organisational Context

SA Health

SA Health is committed to protecting and improving the health of all South Australians by providing leadership in health reform, public health services, health and medical research, policy development and planning, with an increased focus on wellbeing, illness prevention, early intervention and quality care.

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health, the Minister for Health & Wellbeing. The State Government has reformed the governance of SA Health, including establishing 10 Local Health Networks (LHNs), each with its own Governing Board.

These reforms have taken a staged approach, with the most significant changes to taking place from 1 July 2019 when the new Governing Boards become fully operational.

SA Health is comprised of the Department for Health and Wellbeing and the following legal entities:

- > Central Adelaide Local Health Network
- > **Northern Adelaide Local Health Network**
- > Southern Adelaide Local Health Network
- > Women's and Children's Health Network
- > Barossa Hills Fleurieu Local Health Network
- > Eyre and Far North Local Health Network
- > Flinders and Upper North Local Health Network
- > Riverland Mallee Coorong Local Health Network
- > South East Local Health Network
- > Yorke and Northern Local Health Network
- > SA Ambulance Service

Northern Adelaide Local Health Network

The Northern Adelaide Local Health Network (NALHN) provides care to more than 400,000 people living in the northern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. NALHN works to ensure quality and timely delivery of health care, whilst building a highly skilled, engaged and resilient workforce based on a culture of collaboration, respect, integrity and accountability.

NALHN offers a range of primary health care services across the northern metropolitan area of Adelaide, with a focus on providing preventive and health promoting programs in the community, and transition and hospital substitution and avoidance programs targeted at chronic disease and frail aged.

Clinical leadership of care systems is central to the current national and state wide health reforms. NALHN care delivery is configured within clinical divisions that are patient-focused, clinically led groupings of services. Clinical Divisions are responsible for managing service delivery activities across NALHN campuses and units, bringing together empowered experts to directly make relevant decisions.

NALHN includes:

- > Lyell McEwin Hospital (LMH) - a 336-bed specialist referral public teaching hospital which has links to the University of Adelaide, University of South Australia and Flinders University. LMH provides a full range of high-quality medical, surgical, diagnostic, emergency and support services.
- > Modbury Hospital is a 174-bed, acute care teaching hospital that provides inpatient, outpatient, emergency services, Aged Care, Rehabilitation and Palliative Care. GP Plus Health Care Centres and Super Clinics
- > Aboriginal Health Services
- > Mental Health Services (including two statewide services – Forensics and Older Persons)
- > Sub-acute Services

The total operating budget for 19/20 for NALHN is \$790M with a workforce of 3,857 FTE / 5,240 head count.

NALHN Governing Board

The Governing Board members bring to NALHN a wealth of knowledge and experience across many areas.

NALHN is confident that with the support of our highly qualified Governing Board, NALHN will be well placed to achieve better health service decisions tailored to local needs and deliver a safe, high quality and financially sustainable LHN into the future.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession

As a public sector employee, you have a responsibility to maintain ethical and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document

Name:

Signature:

Date:

Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	14/05/20	Minor formatting with order of information amended.
V4	15/05/20		Organisation Context Updated
V5	20/10/2020		Organisation Context Updated