



Position Description

POSITION DETAILS

Position Title:	Housekeeper
Reports To:	Co-CEO – Clinical Care
Enterprise Agreement:	Woorayl Lodge Inc., ANMF and HSU Enterprise Agreement 2017
Classification Level/Grade:	Housekeeping Wage Skill Group 1 (HWSG1)

ABOUT US

Woorayl Lodge Inc. is a not-for-profit aged care facility nestled in the lush, rolling hills of South Gippsland, with pristine beaches nearby. Situated in Leongatha, Woorayl Lodge is conveniently located near many of the region's natural attractions, including Wilson's Promontory National Park, Agnes Falls, and Tarra-Bulga National Park. The surrounding area boasts charming cafes, restaurants, and wineries to delight all palates.

Founded in 1956 by the local Rotary Club, Woorayl Lodge opened on December 14, 1960 with just three permanent residents. Today, it has grown to 41 private rooms in the residential aged care section and 29 independent living units, yet remains a proudly community-owned and run facility with a voluntary Board of Management.

As Woorayl Lodge prepares to break ground on stage one of a new building that will add approximately 40 beds, its commitment to providing specialist residential aged care in small communities remains strong. Woorayl Lodge continues to build long-lasting relationships and thrive within its Gippsland community.

MISSION, VISION AND VALUES

Mission

Our mission is to provide services and an environment that **enables** residents to **live the life they choose**.

As a long standing Provider of Aged Care services in a small **community**, Woorayl Lodge understands and accepts the responsibility and the importance of treating each person as an **individual**.

Through open discussions, our team of professionals will listen and work with you to **personalise care and services** to meet your needs and choices, enabling you to “**live the life you choose**”.

At Woorayl Lodge, **we are inclusive** of all people. No matter your background, **you are welcome here**.

Woorayl Lodge is committed to providing a friendly environment that supports a lifestyle of wellbeing.

We recognise that to remain viable and to meet changing market demands in Aged Care, a new facility and expanded services need to be explored.

Woorayl Lodge is building a path to a new facility at Boags Road and is committed to keeping all stakeholders informed in a timely and transparent manner and we look to your feedback at all times.

Woorayl Lodge is excited to enter a new phase and direction of providing a unique model of care to the Leongatha and South Gippsland communities.

Vision

“Live the Life You Choose”

Values

Inclusive – Community – Understanding – Individuality – Wellbeing

POSITION OVERVIEW

The role of Housekeeper’s overall purpose is to provide high-quality, safe cleaning services throughout Woorayl Lodge.

A Housekeeper will liaise with employees, residents and visitors and work in conjunction with other roles in the organisation, to encourage physical and social independence; support a safe home-like environment and safeguard the dignity and privacy of residents.

Demonstrating excellence in customer service at all times and ensuring a safe working and living environment are key priorities of this role.

The role must be performed in a manner consistent with:

- The vision, values, mission, policies and procedures of Woorayl Lodge
- The Charter of Aged Care Rights
- The Employee Code of Conduct
- The Australian Privacy Principles (Cth)
- The Aged Care Act (Cth) and the Aged Care Quality Standards (Cth)
- The Occupational Health and Safety Act 2004 (Vic)

KEY SELECTION CRITERIA

Essential

- The ability to provide cleaning services in a residential aged care or similar setting. This includes the being able to use cleaning equipment to required standards and timelines.
- Demonstrated positive attitude towards older people including an understanding of their needs and rights.

- Demonstrated awareness and ability to comply with legal and aged care standards; in particular, occupational health and safety and infection control standards as relevant to the position.
- Good communication and interpersonal skills and ability to work as part of a team.
- Good interpersonal skills and ability to liaise with residents of differing backgrounds whilst maintaining role and professional boundaries.
- Current satisfactory Police Check.

Desirable/Highly Regarded

- Certificate III in Hospitality and/or Certificate III in Cleaning Operations.
- Completion of recent OH&S, infection control, or other relevant hospitality/cleaning training.

PROFESSIONAL RESPONSIBILITIES

- Identify and report shortages of and/or re-order cleaning products and equipment as per organisation policy.
- Stock is adequately rotated.
- Efficient utilisation of resources and appropriate cost containment.
- Comply with the roster and provide adequate notification of requests for leave.
- Complete mandatory competencies as specified in the “Mandatory Competency” policy.
- Comply with Privacy Legislation and Woorayl Lodge’s confidentiality statements when communicating information pertaining to residents, employees and the operations of Woorayl Lodge.

KEY RESULT AREAS, ACCOUNTABILITIES & PERFORMANCE MEASURES

The following table outlines the Key Result Areas for this role and the specific accountabilities and performance measures which reflect the primary functions of the position and should not be interpreted as an exhaustive list of duties and activities.

Key Result Areas	Accountabilities	Performance Measures
Cleaning Services	<ul style="list-style-type: none"> ▪ The provision of cleaning service meets Legislative requirements and any policy and administrative guidelines as set by the Commonwealth Government. ▪ Demonstrate a positive attitude to residents, families and employees e.g. being prompt and courteous. ▪ Individualise services where possible. ▪ Seek feedback about cleaning services and act upon findings. ▪ Participate in team processes and contribute to team goals e.g. attendance at team and committee meetings as may be required. ▪ Use all resources in a responsible, effective and cost-efficient manner. 	<ul style="list-style-type: none"> ▪ Resident feedback (satisfaction) regarding cleaning. ▪ Evidence of noticeable differences to organisation/area presentation and odour following cleaning. ▪ Evidence that cleaning is conducted according to the cleaning schedule and to the required standard. ▪ Evidence of resident privacy, dignity and confidentiality is respected at all times.

Key Result Areas	Accountabilities	Performance Measures
	<ul style="list-style-type: none"> ▪ Contribute to the residents' comfort and wellbeing through the provision of quality cleaning services to resident's rooms, communal and other areas of the building. ▪ Undertake cleaning duties according to cleaning procedures and safety standards. ▪ At all times the privacy, dignity and resident right to confidentiality is maintained and respected e.g. knocking on doors before entering, not discussing residents in front of other residents/employees, maintaining confidentiality of resident details/information. ▪ Implement the cleaning schedule in consultation with the care manager, identify and incorporate any special needs of residents. ▪ Remove all waste from all areas as part of a regular cleaning program and use appropriate disposal. ▪ The maintenance of a clean comfortable and hazard free environment, ensuring floor surfaces are clean and hazard free, and the environment is dust and cobweb free. ▪ Clean and prepare vacated rooms and beds for occupancy. 	
Teamwork	<ul style="list-style-type: none"> ▪ Provide assistance to other employees in their duties as required / directed. ▪ Contribute to a harmonious workplace and carry out duties in a cooperative and respectful manner that recognises the role of other team members in the delivery of quality services. ▪ Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others. ▪ Actively contribute to the establishment and maintenance of constructive relationships within the team and workplace. ▪ Regularly attend and participate in staff meetings and meeting minutes, memorandums and information for employees are read and followed. 	<ul style="list-style-type: none"> ▪ Evidence of effective teamwork e.g. helping other team members out. ▪ Evidence of harmonious workplace. ▪ Evidence of cooperation and respect with other staff members.
Compliance/ Continuous Improvement	<ul style="list-style-type: none"> ▪ Actively participate in quality improvement initiatives and audits designed to evaluate the quality of care and services. ▪ Conduct quality audits as directed by supervisor. ▪ Comply with all Woorayl Lodge policies and procedures at all times; be able to locate and refer to the relevant policy manuals. Demonstrate an understanding of the legal aspects of these policies as this relates to role responsibility (e.g. Aged Care Act, OH&S Act). ▪ Provide cleaning services to meet aged care accreditation outcome standards as identified in <i>Standard 4.8, Catering, Cleaning and Laundry</i>. ▪ All chemicals are safely used and stored and labelled at all times to minimise risks to residents. ▪ Participate in the implementation of quality activities e.g. conducting audits and committee meetings. Continually evaluate cleaning services 	<ul style="list-style-type: none"> ▪ Compliance with Woorayl Lodge policies and procedures/laws. ▪ Evidence of timely resolution of non-compliance. ▪ Evidence of meeting outcomes of aged care quality standards as relevant to role ▪ Evidence of improvement in cleaning services/participation in quality. ▪ Evidence of assistance in Woorayl Lodge annual internal audit compliance. ▪ Improvement logs: evidence of appropriate/timely action.

Key Result Areas	Accountabilities	Performance Measures
	<p>to residents to identify better ways of doing things and document ideas.</p> <ul style="list-style-type: none"> ▪ Work in a safe manner at all times and participate in occupational health and safety activities e.g. conduct workplace inspections, safe use of equipment, monitoring of the safety and cleanliness of equipment and the environment and act upon findings. ▪ Maintain knowledge and update skills relevant to the position through participation in ongoing employees' development activities. This includes attending mandatory training e.g. orientation, fire safety, use of chemicals, manual handling, and infection control. In addition, participate in other employees' development opportunities as may be required. 	
Documentation	<ul style="list-style-type: none"> ▪ Maintain cleaning records as required e.g. cleaning schedule. ▪ Document comments, compliments and complaints (on behalf of residents where appropriate) or own feedback and identify better ways of doing things through the quality management system. ▪ Maintain up to date material safety data sheets for all chemicals/substances used. 	<ul style="list-style-type: none"> ▪ Evidence of required documentation completed accurately and to timelines e.g. cleaning schedule.
Facilities & Equipment	<ul style="list-style-type: none"> ▪ Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturers' instructions and organisational guidelines and reports any breakdown or maintenance requirements to the Supervisor. ▪ Equipment is clean and used according to manufacturers' specifications. 	<ul style="list-style-type: none"> ▪ Evidence of cleaning equipment used and stored safely and in accordance with manufacturer's instructions and infection control requirements.
Health & Safety	<ul style="list-style-type: none"> ▪ Adhere to Health and Safety regulations (including Infection Control), policies and procedures. ▪ All waste materials are disposed of safely and in accordance with Infection Control and Health and Safety Guidelines. ▪ Uses appropriate protective clothing (gloves / apron / goggles) when required. ▪ Chemicals are used in accordance with safety data sheets and are stored in a safe manner. ▪ Chemical room is locked at all times. ▪ All appropriate signage is used and is visible to others when undertaking duties – e.g. "wet floor". ▪ Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and residents. ▪ Demonstrate understanding of role and responsibility in the event of fire and/or other emergency including the ability to evacuate self and residents as appropriate. ▪ Demonstrate awareness of health and safety laws and safe manual handling. ▪ Report immediately all accidents / incidents in accordance with organisational guidelines. ▪ In the event of accidents of incidents that involve employees, residents, volunteers or visitors, accurately complete accident/incident forms as 	<ul style="list-style-type: none"> ▪ Ability to demonstrate role in the event of fire or other emergency. ▪ Accurate and timely completion of resident/employees/visitor incident form including any first aid/follow up actions. ▪ Accurate and timely hazard alert reports and corrective actions. ▪ Ability to demonstrate safe manual handling. ▪ Ability to demonstrate safe chemical handling. ▪ Ability to demonstrate safe and appropriate use of equipment. ▪ Evidence that chemicals are used and stored safely; out of reach of residents/children. ▪ Ability to demonstrate effective hand hygiene and infection control practices e.g. use of colour coded mops in relevant areas.

Key Result Areas	Accountabilities	Performance Measures
	<p>may be required and report to supervisor. Clarify details with registered nurse as may be required.</p> <ul style="list-style-type: none"> ▪ In the event of hazard identification, eliminate/minimise hazard where possible and complete employee's incident form. Report hazard to supervisor immediately. 	

PERFORMANCE REVIEW

The Housekeeper's performance shall be evaluated by the Co-CEO – Clinical Care or delegate at three months service, 5.5 month's service and at the conclusion of 12 months service and thereafter each subsequent 12 months, on termination of service and/or on request.

Woorayl Lodge's policy is that concerns over skill and performance of employees are addressed, wherever possible, through a performance review which is not related to the Disciplinary Procedure.

EMPLOYEE POSITION DECLARATION

I have read and understand the Position Description and agree that I have the ability to fulfil this position. I understand that the information provided in this Position Description is a general outline and may not encompass every aspect of the position.

Signature*: _____

Print name: _____

Date: _____

**If completing electronically, typing your name is acceptable.*