

POSITION DESCRIPTION

ON LUCK CHINESE NURSING HOME

CLEANER

At Chinese Community Social Services Centre Limited (CCSSC), we are committed to the provision of professional welfare services and quality aged care for members of the Chinese-Victorian community. We achieve our mission by attracting and retaining the best staff.

Responsible to: Director of Nursing (DON) / Department head / Line manager

Basis of Employment: Part time and Casual

Responsible for: Maintaining a high standard of cleanliness and hygiene throughout the facility, including resident rooms, common areas, staff offices, and external areas like courtyards. This includes cleaning, disinfecting, waste management, equipment care, and adherence to infection control standards.

Position Context and Objectives:

The purpose of the role is to:

- Maintain a clean, safe, and hygienic environment that supports the health and wellbeing of residents, staff, and visitors.
 - Ensure all cleaning tasks, including disinfection of resident care equipment (e.g. walkers, shower chairs, recliners), are performed in line with infection control and facility standards.
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KEY RESPONSIBILITIES AND DUTIES:

1. Specific Responsibilities related to Cleaner

1.1 Daily Cleaning Tasks

Start of Shift Duties

- Sign in and review memos/instructions from the previous shift to ensure smooth transition and proper task allocation.
- Organize and restock the cleaning trolley with all necessary supplies, including cleaning agents, disinfectants, gloves, and sanitizers.

Cleaning Floors and Surfaces

- Sweep, vacuum, and mop floors in designated areas, including offices, lobbies, corridors, dining areas, lounges, stairwells, resident rooms, and L&L office.
- Dust and wipe down all surfaces, fixtures, and fittings in resident rooms, common areas, and offices.
- Disinfect high-touch surfaces regularly, including door handles, light switches, elevator buttons, handrails, and shared equipment.
- Clean and maintain common lounge areas, including TV cabinets.

Bathrooms and Toilets

- Clean and disinfect resident and public bathrooms, particularly after showers.
- Refill bathroom supplies such as toilet rolls, hand towels, soaps, and sanitizers.

Resident Rooms

- Tidy resident rooms, vacuum, mop floors, and dust surfaces.
- Sanitize high-touch areas, including door handles, light switches, and handrails.
- Refill consumables such as tissues, toilet paper, gloves, and hand sanitizers.

Common Areas and Facilities

- Clean and disinfect kitchenettes, including microwaves, fridges, stoves, and benches.
- Clean and maintain dining areas before and after meals, wiping down tables and chairs.
- Maintain cleanliness of reception and shop areas, including cleaning windows and doors.
- Clean and restock the L&L office, including desks, phones, and windows.

Infection Control Compliance

- Disinfect high-touch areas such as door handles, handrails, lift buttons, and boom gate keypads.
- Clean and disinfect resident care equipment such as walkers, shower chairs, and recliners to prevent cross-contamination.
- Always use new gloves for each room to maintain hygiene standards and prevent cross-contamination.

Waste Management

- Empty and reline rubbish bins in all rooms and common areas, ensuring proper disposal of waste.
- Dispose of hazardous or biohazardous waste following infection control procedures.

End of Shift Duties

- Wash and disinfect mop heads with hot water and disinfectant, ensuring they are properly dried before next use.
- Restock the cleaning trolley as needed for the next shift.

- Securely store all cleaning equipment and lock the cleaning room at the end of the shift.

1.2 Weekly Cleaning Tasks

Resident of the Day Rooms

- Deep clean the “Resident of the Day” rooms according to the facility’s schedule.

Vacuuming Tasks

- Vacuum various areas, including Admin Offices, East-West corridors, CEO, COO, DON, and other offices on specified days.

Deep Cleaning

- Clean and disinfect the L&L office, TV cabinets in the North Lounge, Linen Rooms, Library, and Art & Craft Room.
- Clean and sanitize staff rooms and volunteer areas.

Mop Head Laundering

- Take mop heads to the laundry for cleaning and disinfecting on Mondays.

Corridors and High-Touch Areas

- Deep clean and sanitize high-touch areas such as door handles, handrails, elevator buttons, and nurse station counters.
- Vacuum and mop corridors thoroughly, including wiping corners and edges.

Wheelchair and Walker Cabinets

- Clean and sanitize wheelchairs and walker storage areas near designated rooms.

Stairways

- Vacuum stairways leading to underground car parks (on Sundays).

Dusting

- Dust and clean ceiling vents, light fixtures, and other high surfaces throughout common areas and resident rooms. **(Note: This task is performed by an external contractor as part of scheduled services, but remains under the facility's cleaning compliance requirements.)**

1.3 Monthly/Periodic Cleaning Tasks

Deep Clean Resident Rooms

- Conduct a deep cleaning of resident rooms, including bedsides, over-bed tables, wardrobes, windowsills, mirrors, and chairs.

Outdoor and High-Touch Areas

- Clean boom gate keypads, stairway handrails, and car park entrances.
- Inspect and clean outdoor bins and sanitize garbage truck handles.

Stock Management

- Check and arrange chemical stock deliveries (typically on Tuesdays).
- Assist with the organization of cleaning supplies in the chemical room mid-week.
- Perform inventory checks of cleaning supplies and restock as needed.

Polishing

- Polish furniture and fixtures in resident rooms and common areas, ensuring a high standard of cleanliness and aesthetic appeal.

Deep Clean Carpets and Upholstery

- Clean carpets and upholstery in lounges, resident rooms, and high-traffic areas.

Window Cleaning

- Clean exterior windows across all buildings to ensure a clear, well-maintained appearance.

Central Atrium Courtyard Cleaning

- Clean the Central Atrium Courtyard on Wednesdays, Fridays, and Sundays by removing debris, sweeping surfaces, mopping stains, and ensuring the pond area is clear of leaves and vegetation.
- Report any non-working water features to maintenance.

1.4 Compliance and Health & Safety Responsibilities**Infection Control and PPE:**

- Always adhere to infection control procedures, including proper hand hygiene, cleaning protocols, and the use of personal protective equipment (PPE).

Health and Safety Compliance:

- Ensure all cleaning chemicals are used according to safety guidelines and store them safely after use.

Regulatory Standards:

- Adhere to the Aged Care Quality Standards, Workplace Health and Safety (WHS) requirements, and local infection control guidelines to ensure compliance and safety in the workplace.

2. General Duties

- 2.1 Be part of the team to ensure compliance with the mission and vision of the organization and the nursing home.
- 2.2 Be part of the team to ensure compliance with statutory regulations, including Aged Care Quality Standards.

- 2.3 Be empathic and respectful towards residents.
- 2.4 Be able to work independently, without close supervision.
- 2.5 Display a pleasant, courteous, and professional manner at all times.
- 2.6 Foster effective working relationships and teamwork among colleagues.
- 2.7 Ensure supplies are used economically and responsibly.
- 2.8 Adhere to strict confidentiality at all times.
- 2.9 Attend meetings as required.
- 2.10 Report any accidents or incidents involving residents or staff to the Department Head or Line Manager promptly.
- 2.11 Agree to follow all reasonable and lawful directions given by the Employer or their delegates.
- 2.12 Support and contribute to the development and implementation of policies and procedures that improve resident care and operational efficiency.
- 2.13 Assist with budget management and resource allocation within your area of responsibility.

3. Infection Control

- 3.1 Ensure compliance with Infection Control Standards across all areas of operation.
- 3.2 Adhere to the principles of Universal Precautions (e.g., proper hand hygiene, use of personal protective equipment).
- 3.3 Monitor and maintain appropriate infection control practices, including cleaning, disinfection, and safe handling of laundry.
- 3.4 Ensure staff are regularly updated and trained on infection control protocols.
- 3.5 Report any infection control breaches or concerns immediately to the Infection Control Coordinator or relevant authority.

4. Education and Training

- 4.1 Update knowledge and skills as appropriate to your role and responsibilities.
- 4.2 Participate in the ongoing education program of the nursing home, including mandatory training sessions (e.g., Manual Handling, Fire Safety, Fire and safety Training, Fire Evacuation/Drill, Infection Control, etc.).
- 4.3 Participate in both internal and external educational programs when required to ensure ongoing professional development.
- 4.4 Encourage staff to take part in educational opportunities to enhance their skills and knowledge in aged care.
- 4.5 Support the implementation of new training programs and contribute to their continuous improvement.

5. Occupational Health and Safety

- 5.1 Provide and maintain a safe working environment, free from risks to health as far as practicable.
- 5.2 Take care of your own health and safety and ensure the health and safety of others who may be affected by your actions or omissions at work.
- 5.3 Understand your responsibilities under OH&S legislation and ensure that the workplace follows safety guidelines.
- 5.4 Participate in the preventive maintenance and risk management program to minimise potential hazards.

- 5.5 Have a good understanding of OH&S procedures, including safe use of equipment and safety practices.
- 5.6 Ensure that proper safety protocols are followed during the handling of hazardous materials, lifting heavy objects, and working with machinery.
- 5.7 Report any hazards, accidents, incidents, or faulty equipment as soon as practicable.
- 5.8 Cooperate with OH&S coordinators, including assisting with return-to-work programs when appropriate.
- 5.9 Ensure that a clean, safe, and comfortable environment is maintained for all residents.
- 5.10 Ensure all equipment and machinery are in good working order and compliant with safety regulations.
- 5.11 Ensure appropriate use and disposal of PPE (Personal Protective Equipment) and follow safety procedures when handling hazardous substances.
- 5.12 Support the OH&S Committee in ensuring compliance with all OH&S regulations, including the disposal of waste and recycling.

6. Confidentiality

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act and the Health Record Act.

7. Equal Employment Opportunity

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behavior and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. Workplace Relations

Treat all employees of the organisation with respect and dignity and without discrimination or harassment. Employ the skills of timely and effective communication with healthcare personnel to guide and achieve optimal resident/performance outcomes.

9. Quality Assurance

- 9.1 Participate actively in the Quality Assurance Program of the Nursing Home to provide evidence based continuous improvement activities.
- 9.2 Report any relevant problems or concerns for continuous improvement to CEO / COO.
- 9.3 Participate in team and management meetings.

SKILLS & EXPERIENCE

Qualification:

- Knowledge of cleaning agents and their proper application in various environment.
- Strong understanding of relevant health and safety standards.
- Must have a valid Police Check or be willing to undergo one.

Experience:

Essential:

- Previous experience in cleaning roles, preferably in a team environment.
- Good customer service skills with a pleasant and respectful manner at all times.
- Strong time management and high attention to detail, ensuring consistent cleanliness standards.
- Ability to follow infection control protocols, including proper use of PPE and cleaning chemicals.
- Physically fit and able to perform manual tasks such as bending, lifting, and standing for extended periods.
- Flexible and adaptable to changing priorities and work demands.
- Respectful of residents' privacy, dignity, and cultural needs.
- Team player with effective communication skills.
- Proficiency in spoken Chinese is required.

Desirable:

- Prior experience in residential aged care or healthcare cleaning environments.
- Ability to work independently with minimal supervision.
- Able to speak, read, and complete basic documentation in English.
- Reliable, punctual, and well-organized.

PERFORMANCE APPRAISAL

The Cleaner's performance shall be evaluated by the Director of Nursing (DON) and/or delegate at three months, six months service and at the conclusions of 12 months service and thereafter each subsequent 24 months, on termination of service and/or on request.

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

Note: Statements in this position description are intended to reflect, in general, the duties and responsibilities of the position and are not to be interpreted as being all-inclusive.

AVAILABLE ASSISTANCE

- Orientation program on commencement
- Ongoing education and training
- Policies, Procedures and Guidelines for duties
- Legislative Requirements for duties
- Maintenance system to ensure the duties are performed within the Policies, Procedures and Guidelines
- Equipment to be maintained in a safe and functional manner

AUTHORISATION



Authorised by:

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Chief Operating Officer

Date:

May 2025

EMPLOYEE POSITION DECLARATION

Ihave read and understand the Position Description and Physical Requirements and agree that I have the physical ability to fulfil this position and in fulfilling the Key Responsibility Areas. I understand that the information provided is a general outline and may not encompass every aspect of the position.

I have initialled the top right-hand corner of each page as confirmation of reading and understanding the position and physical requirements.

I understand that this is separate to the Employment Contract that I will sign/have signed*, outlining the Employment Details.

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Signature

.....
Date

.....
Line Manager's Signature

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Date

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Line Manager's Name

*Delete as necessary