

POSITION DESCRIPTION

CLEANER

The Chinese Community Social Services CCSSC Limited (CCSSC) is committed to the provision of culturally responsive and high-quality community and residential care for elderly members of the Chinese-speaking community in the State of Victoria (Chinese-Victorian community). We also offer professional welfare services in migrant settlement as well as disability. We achieve our mission by attracting and retaining the best staff.

Responsible to: Program Manager and delegates

Basis of Employment: Part Time

POSITION OBJECTIVES:

The Cleaner is responsible for providing day-to-day cleaning of all areas in Box Hill office in creating a clean, safe and comfortable environment for staff, volunteers and participants.

KEY RESPONSIBILITIES AND DUTIES:

1. Cleaning duties

- 1.1. To carry out cleaning activities (including washing, dusting, mopping, sanitizing and waste removal) to maintain the cleanliness of the office building, including but not limited to front entrance, reception area, meeting rooms, function halls, library, kitchens, bathrooms and workstations as specified in the cleaning task list
- 1.2. Complete the Daily Cleaning Log at the end of every shift, ensuring every task is checked off and the document is signed.
- 1.3. Monitor and refill all essential toiletries and consumables, including hand soap, paper towels, toilet tissue, and sanitary products. Ensure all dispensers are functioning correctly and fully stocked for the next business day
- 1.4. Maintain strict compliance with safety protocols by ensuring all cleaning chemicals are correctly labeled and stored in accordance with Safety Data Sheets (SDS).
- 1.5. Respond promptly to the cleaning and disinfection of biohazards (including incontinence and vomit) using appropriate PPE and sanitizing agents to maintain a safe, hygienic environment.
- 1.6. Perform all duties in strict conjunction with established work routines, specific site schedules, and the mandatory checklist system
- 1.7. Perform ad-hoc cleaning tasks and other duties as reasonably directed.

2. Teamwork

- 2.1 Work as a member of CCSSC's team and carry out your duties in a manner that reflects the mission and values of CCSSC.
- 2.2 Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others.
- 2.3 Regularly attend and participate in staff meetings and ensure meeting minutes, memorandums and information are read and acted upon.
- 2.4 Actively contribute to the establishment and maintenance of constructive relationships within the organisation.

3. Continuous Improvement/Quality Management

- 3.1 Ensure compliance with CCSSC's policies and procedures.
- 3.2 Support a culture of continuous improvement and program evaluation.
- 3.3 Contribute to the success of CCSSC as a leading aged care and welfare service provider.

4. Health and Safety

- 4.1 Adhere to Health and Safety regulations, policies and procedures.
- 4.2 Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and consumers.
- 4.3 Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturer's instructions and organisational guidelines and reports any breakdown or requirements to Maintenance team.
- 4.4 Demonstrate awareness of health and safety law and safe manual handling as relevant to position.
- 4.5 Demonstrate an understanding of own role and responsibility in the event of fire and/or other emergency including the ability to evacuate self and persons as appropriate.
- 4.6 Participate in training and education sessions regarding occupational health and safety.
- 4.7 In the event of accidents or incidents that involve staff, consumers or volunteers, accurately complete accident/incident forms as may be required and report to the management team.
- 4.8 In the event of hazard identification, complete relevant form and report to management team.
- 4.9 Immediate reporting to management team of notifiable issues e.g. key risks to the organisation.

5. Professional Responsibilities

- 5.1 Comply with all Privacy Legislation requirements and CCSSC confidentiality policy when communicating any and all information pertaining to service recipients, volunteers, staff and the operations of CCSSC.
- 5.2 Consistently exercise appropriate professional judgment in all decisions made that are related to the daily operation and the reputation and interests of CCSSC.
- 5.3 Assist in the development of organisation and a positive attitude to service recipients' participation across the organisation.
- 5.4 Maintain abreast of current practice and trends in quality management systems as they relate to the required accounting standards and provision of aged care services.

5.5 Recognise the need for, and actively participate in continuing education and development.

6. **Other Duties**

- 6.1 To participate in and contribute to other activities of CCSSC as required.
 - 6.2 Perform other duties as directed by the Management team and Program Managers.
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ESSENTIAL REQUIREMENTS

To competently perform in this position, the person should possess the following knowledge, skills and experience:

- Good oral communication skills in both English and Chinese.
 - Able to read and document in English.
 - Previous experience in a professional cleaning environment.
 - Have a good knowledge of cleaning equipment, detergents and its uses.
 - Knowledge and awareness of the relevant health and safety standards.
 - Ability to follow set policies and procedures.
 - Will work to meet our rostering requirements.
 - Physically fit, punctual and reliable.
 - Excellent time management skills.
 - Be able to work supervised and/or unsupervised at times.
 - Ability to work in a team.
 - Have a positive attitude and a willingness to learn.
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PHYSICAL REQUIREMENTS

Requirement	Frequency		
	Infrequent 0% to 25%	Frequent 25% - 75%	Continuous 75% - 100%
Whole body and lower limb movement			
Standing and walking			X
Sitting at desk <i>Carrying out documentation or administration requirements</i>	X		
Climbing <i>Ascending or descending stairs or ladders</i>		X	
Bending and Crouching <i>Bending at waist level, crouching to floor level</i>		X	
Kneeling		X	
Balancing			X
Upper body and upper limb movement			
Reaching, stretching and twisting (forward, side and above) <i>Reaching in all directions and ability to twist at the waist</i>			X
Grasping/Finger Movement <i>Pinching, picking and typing to hold onto objects</i>			X
Repetitive Motions <i>E.g., typing</i>			X
Sensory			
Hearing and speaking <i>Maintaining hearing acuity, understanding and interpreting conversations at a distance of up to 1 meter</i>			X
Visual Perception <i>Maintaining 20/40 vision (using correction if required), seeing and recognising objects, reading documents, discriminating between colours, determining depth perception.</i>			X
Smell <i>Distinguishing odours and identifying hazards</i>			X
Handling and Feeling <i>E.g., finger dexterity, hand-eye coordination, full hand and wrist movement, perceiving attributes of objects or care recipients by touching</i>			X