

**POSITION DESCRIPTION**

**position title: Leading Hand: Cleaning**

**responsible to: ADE Supervisor or nominee**

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| **Our Vision**  To be a strong community business expanding opportunities for all.  **Our Mission**  To provide opportunities for growth, development, support & security for people with disabilities and their communities.  **Our Values**   * Professionalism and Continuous Improvement * Learning and Development * Quality and Dedication * Accountability and Transparency * Understanding and Compassion * Creativity and Innovation * Community Participation and Teamwork |

**Disability Service Standards**

**RIGHTS** *Purpose:* Each person receives a service that promotes and respects their legal and human rights and enables them to exercise choice like everyone else in the community *Practice Requirement 1:* Each person is aware of their rights and can expect to have them respected *Practice Requirement 2:* Service providers are to uphold and promote the legal and human rights of each person.

**PARTICIPATION** *Purpose:* Each person is encouraged and supported to contribute to social and civic life in their communities in the way they choose *Practice Requirement 1:* Each person is actively encouraged and supported to participate in their community in ways that are important to them *Practice Requirement 2:* Service providers develop connections with the community to promote opportunities for active and meaningful participation

**INDIVIDUAL OUTCOMES** *Purpose:* Each person is supported to exercise choice and control over the design and delivery of their supports and services *Practice Requirement 1:* Service providers maximise person centred decision making *Practice Requirement 2:* Service providers undertake person centred approaches to planning to enable each person to achieve their individual outcomes.

**FEEDBACK AND COMPLAINTS** *Purpose:* When a person wants to make a complaint, the service provider will make sure the person’s views are respected, that they are informed as the complaint is dealt with, and have the opportunity to be involved in the resolution process *Practice Requirement 1:* Each person is treated fairly by the service provider when making a complaint *Practice Requirement 2:* Each person is provided with information and support to make a complaint *Practice Requirement 3:* Each service provider has the capacity and capability to handle and manage complaints.

**SERVICE ACCESS** *Purpose:* Each person has access to information and is assisted to access the supports and services they need to live the life they choose *Practice Requirement 1:* Service providers make available information about their services *Practice Requirement 2:* Service providers have clearly defined processes that enable fair and transparent access to services

**SERVICE MANAGEMENT** *Purpose:* Service providers are well managed and have strong and effective governance to deliver positive outcomes for the people they support *Practice Requirement 1:* Each person receives quality services which are effectively and efficiently governed *Practice Requirement 2:* Each person receives quality services that are well managed and delivered by skilled staff with the right values, attitudes, goals and experience.

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| Position Purpose To supervise and take part in cleaning of office, kitchen and work rooms areas and perform general housekeeping duties to maintain a clean environment. | | |
| **Principal Accountabilities** | Performance Measures (what to do) | Key Performance Indicators (how it may be demonstrated) |
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| **Supervisory duties** | Ensure the quality of work is of an acceptable level. | The quality of work meets the standards required. |
| Assist in/provide on the job training for Supported Employees. | Supported Employees receive guidance on how to do the job well. |
| Ensure that chemicals and equipment are used in a safe manner. | Both you and Supported employees use chemicals and equipment safely. |
| Consult with customers to ensure their cleaning needs are meet. | There is positive feedback about the standard of cleaning. |
| Inform supervisior of the need to order cleaning materials and sanitary supplies. | Stock levels of cleaning materials and sanitary supplies are maintained. |
| General cleaning tasks | Empty bins and replace liners when required. | All bins are emptied. |
| Sweep/ Vaccum common area floors like halls and toilets daily and offices on a regular basis | Common floor areas are swept / Vacumed daily and offices and work areas are swept/ Vaccumed on a regular basis. |
| Mop common area floors like hallways and toilets daily and offices on a rotating basis | Common floor areas are mopped daily and offices and work areas are mopped on a rotating basis. |
| Operate industrial cleaning equipment such as vacuum cleaners and polishers safely. | All floor areas are vaccumed and polished as required using appropriate equipment in a safe manner. |
| Clean all toilets daily. | Toilets are maintained in a clean and hygienic condition. |
| Replenish paper towels and toilet paper. | Stocks of paper towels and toilet paper are kept replenished. |
| Clean windows | Windows are kept in a clean condition. |
| Clean the kitchen and work surfaces. | The kitchen is maintained in a clean condition. |
| Dust all hard surfaces | Hard surfaces like desks are kept clean. |
| **Continuous improvement** | Use various tools to improve your performance and service. | There is evidence that improvements are made to service. |
| Use initiative to seek organisational opportunities for service improvement. | There is active participation in relevant meetings, training activities etc. evidenced by calendar use. |
| Demonstrate commitment to change management processes. | Organisational changes and sustainable environmental practice is supported. |
| **Be compliant with Workl Health and Safety and be responsible for ensuring (WH&S) standards are maintained.** | Demonstrate knowledge and understanding of WHS requirements  Take all reasonable action to protect Multitask assets from damage and or loss. | WHS policy, procedures and safe working practices are followed. |
| Conduct risk assessments. | There is evidence that risk assessments are carried out as required. |
| Ensure the (Safety Data Sheets) SDS are up to date. | SDS are current and available upon request. |
| Ensure PPE is worn by everyone as appropriate to the job. | All staff wear appropriate PPE. |
| Demonstrate knowledge and understanding of policies and procedures. | Policies and procedures are followed. |
| **Be compliant with Multitask policies and procedures as amended from time to time.** | Support a work environment that is free from discrimination, harassment, bullying and do not do anything that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community. | There is feedback from other workers that you respect and support them and they are happy to work with you.  Other people’s differences are respected. |
| **Comply with Equal Opportunity and relevant legislation and support diversity.** | Support a work environment that is free from discrimination, harassment, bullying and do not do anything that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community. Model appropriate standards of professional conduct at all times. | There is feedback from other workers that you respect and support them and they are happy to work with you.  Other people’s differences are respected. |
| Other duties related to the role as requested by the ADE Supervisor or nominee. | | |



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| **Role Criteria** |
| **Qualifications**   * Certificate III in Cleaning Operations is desirable * A current Driver’s Licence * A current First Aid Certificate * Current clean Criminal Record Check   **Interpersonal skills and experience**   * Strong communication skills and demonstrated capacity to collaborate as part of a diverse team. * Ability to follow oral and written instructions * Demonstrated ability to make decisions on the spot, problem-solve and use initiative. * Ability to work autonomously and know when it is appropriate to source guidance from the Supervisor. * Ability to utilise time effectively and complete tasks on time to the required standard. * Ability to learn practical skills and operate industrial cleaning equipment and machinery. * A reasonable level of physical fitness, health and resilience to fulfill the demands of the role   **Professional skills and experience**   * Experience in use of industrial cleaning equipment is desirable. * Experience with supervising people and assisting skill development. * Thorough understanding and commitment to Disability Services Act and Standards, Work Health and Safety and Equal Opportunity. * Computer literate with basic competency.   **Other requirements**   * Own or have ready access to reliable transport * Own a mobile phone * Availabilty to work as relief back up for other cleaning shifts |

**AGREEMENT:** I agree to the duties in this Position Description

Name: (Please Print):

Signature:  Date: