

POSITION DESCRIPTION – Housekeeper

Department:	Operations
Position Reporting to:	Residential Manager (RM)
Location:	Assigned Residence, but may be required to work across other Lifeview’s residences
Position Number:	To be obtained from Payroll
Direct Reports:	Nil
Employment status	Part-time
<u>Lifeview Principles:</u>	All staff at Lifeview will adhere to and demonstrate the Lifeview principles of:
Laugh:	<i>Constantly look for ways to be creative and have fun whilst working. Let your curiosity and light-heartedness fuel your enthusiasm</i>
Integrity:	<i>No matter the situation, take responsibility for consciously choosing how you want to show up in the world and the attitude you choose to carry with you</i>
Focus:	<i>Be physically and emotionally present for people, especially when they need you. It’s a powerful message of respect that strengthens relationship</i>
Engage:	<i>Find special ways to connect with everyone you encounter, for no other reason than to brighten their day. It can be the little things that have a huge impact and make someone’s day</i>
Position Purpose:	This position is responsible to ensure the residence environment is maintained in a clean and safe manner.

Key Result Areas (KRA)	Performance Indicators
1: Housekeeping duties	
Housekeeping processes are performed in a timely and efficient manner.	<ul style="list-style-type: none"> Completion of daily, weekly and monthly cleaning as per schedules and accurate recording of completion of these duties All communal areas and entrance ways are maintained clean, dusted, safe and free from odour as per the cleaning schedule Maintain communal toilets, sinks, clean and odour free. Maintain entrance and communal areas carpets free from stains, spills, dust and odours. Attend to spills or soiling in the entrance and communal areas as soon as possible. Correct protective clothing is available for use during cleaning MSDS forms are available for all chemicals. Resources are used effectively Maintain inventory of all housekeeping supplies and communicate needs to Residential Manager Maintaining all housekeeping equipment and inform Residential Manager as to any maintenance needs

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KRA 2: Infection Control	Performance Indicators
<p>Infection Control processes are adhered to at all times.</p>	<ul style="list-style-type: none"> • Maintain washing and drying of all laundry equipment as required • Ensure temperatures of machine cycles are recorded as required • Dispose of rubbish daily • Protective clothing and gloves are worn when required. • Relevant housekeeping infection control measures are in place • Appropriate storage of laundry equipment.
KRA 3: Continuous Improvement	Performance Indicators
<p>Improvements are identified and reported on via the Lifeview Residential Care continuous improvement system</p>	<ul style="list-style-type: none"> • Attendance at staff meetings and other relevant meetings as required • Provides competent service in accordance with the organisation's documented policies and procedures, and all legislative requirements relevant to role • Completes a Let Us Know (LUK) Form when there is an identified need to improve • Actively participates and contributes to continuous improvement activities which promote quality improvement to service provided; such as, follow up of LUK Forms, staff meetings, working parties, ongoing education, internal assessment and review of procedures, evaluation of new products and equipment • Reads and acknowledges memos / document control in a timely manner • Annual attendance of mandatory education sessions • Regular attendance at education sessions of identified areas of need / interest
KRA 4: Professional Conduct	Performance Indicators
<p>A high standard of personal appearance and conduct is expected at all times.</p>	<ul style="list-style-type: none"> • Demonstrates punctuality and respectful language and manner toward residents, visitors and to each other • Adheres to the Dress Code policy at all times, presenting as clean, neat, and tidy. • Provides customer service to residents, their representatives, and visitors by being polite and courteous at all times • At NO TIME must information related to a resident/representative or staff member be discussed with anyone other than the relevant staff member • A flexible, and enthusiastic attitude toward undertaking a variety of tasks, with a team approach is expected • Display a positive approach to the L.I.F.E. Principles • Successfully complete all other training, as required by Home2Home model of care, to become multi-skilled • Takes an interest in further training and development to assist in

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	<p>current role</p> <ul style="list-style-type: none"> • Promotes, implements and adheres to all company policies and procedures at all times • Reports any breaches and complaints that arise within the area of responsibility • Builds effective working relationship with team members, sharing knowledge and expertise.
<p>KRA 5. Occupational Health and Safety</p>	<p>Performance Indicators</p>
<p>Adherence to all OH&S policies and procedures at all times.</p>	<ul style="list-style-type: none"> • Participates in the risk management program and contributes to a clean, safe work environment to ensure safety of residents/visitors, other staff and self • Reports immediately, any equipment or situation which is hazardous, or has the potential to be a safety issue • Identification of hazards and incidents, including the accurate reporting and documenting of same. • Participates in problem solving processes to resolve OH&S issues • Adheres to all Manual Handling requirements as per policy and procedure.

General Duties:

- Comply with and promote Lifeview Residential Care policies and procedures and participate in safety & improvement activities for the organisation
- Support and participate in OH&S policies and procedures and implement (where appropriate) within the organisation
- Participate and assist the Managers in audits
- Commit to understanding and upholding the L.I.F.E. Principles at all times
- Active participation in the team environment
- Commit to Continuous Improvement and active participation within the system
- Compliance with all legislation
- Responsible for observing and practicing the principles and obligations of Equal Employment Opportunity and maintaining a workplace free from bullying and harassment
- Attend at meetings and compulsory education
- Maintain confidentiality of all information obtained in the course of your employment. This does not cease when the employment ceases
- Information relating to staff, residents, and clients are to remain strictly confidential and are not to be divulged to any third party except where required for clinical reasons or by law and will require prior written approval from the Chief Executive Officer.

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Selection Criteria	
MANDATORY KNOWLEDGE, EXPERTISE AND SKILLS	<ul style="list-style-type: none"> • Experience in a housekeeping based role • Good communication skills • Ability to write clear and precise English appropriate to housekeeping duties • Mature outlook with the ability to relate and converse with older people • Ability and commitment to working as part of the team • Demonstrated initiative and ability to work without supervision • Commitment to maintaining confidentiality • Ability to work within the culture of Lifeview Residential Care willingness to work in accordance with the LIFE Principles • Sound time management skills • Commitment to professional development.
DESIRED KNOWLEDGE, EXPERTISE AND SKILLS	<ul style="list-style-type: none"> • Experience in an aged care setting.
Authorisation	Not Applicable

I agree that I have the skills and attributes to fulfil this position and hereby return a signed copy for my file, aware that my performance will be measured against meeting the key result areas and by my demonstration of adherence to L.I.F.E. Principles.

I understand that I must at all times maintain a respectful and appropriate relationship with all prospective and current residents, their immediate family and/or significant other/s, staff, volunteers and contractors as per our Diversity Statement, which I have read. As part of Lifeview I shall deliver services irrespective of gender identity, age, ethnicity, cultural background, disability, religion, sexual orientation and/or professional status, thus working to ensure that our services and care are inclusive of all, and especially for older people from the Lesbian, Gay, Bisexual, Transgender and Intersex community (LGBTI).

Direct Manager: (Name in BLOCK LETTERS)		
Signature		Date:
Employee: (Name in BLOCK LETTERS)		
Signature		Date:
Prepared by: (Name in BLOCK LETTERS)	Swati Chakravarty Executive Manager – People & Culture	Date: 12 July 2017