

Employment

Position Description

Position:	Domestic Services Assistant
Award:	Lyndoch Living (Health and Allied Services, Managers and Administrative Officers) Enterprise Agreement 2016-2020 or its successor.
Classification:	As per Enterprise Agreement
Status:	As per contract of employment
Qualifications:	Certificate III - Cleaning Operations (Desirable)

Position Objective(s)

The Domestic Services Assistants work as a team to ensure all areas of the organisation are cleaned and maintained to the highest infection control standard in order to keep our consumers and employees safe and comfortable.

Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.

The Lyndoch Way

- To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, “nine pillars” have been identified.
- **One Team**
We value and recognise individuality as a vital part of developing a unified voice.
- **Pride**
We support pride and passion in our work and in doing so, we attract others who share our values.
- **Welcoming Workplace**
We encourage warm, friendly and respectful interactions across all aspects of our service.
- **Yes Culture**
We always start with ‘yes’ in every deliberation.
- **Customer Service**
We ensure that customers feel engaged and valued in every interaction.
- **Innovation**
We will enhance our services and exceed customers’ expectations, by embracing innovation and fresh ideas.

- **Fun and Enjoyment**

We recognise that fun and enjoyment are critical to success.

- **Social Purpose**

Through the social conscience of the staff and consumers we actively engage with causes that impact the local community.

- **Safety**

We actively promote safety and wellbeing through the provision of innovative and high quality training, monitoring of risk, and compliance, with OHS regulations.

Key Responsibilities and Duties

Domestic Services

- Cleaning of ward & general areas as assigned (including but not limited to toilets, showers, bathrooms, lockers, shelving offices and infectious rooms).
- Undertaking high dusting, vacuuming, mopping, rubbish and linen removal, and spot cleaning.
- Apply a clean as you go attitude towards all cleaning tasks.
- Ensure that all areas of the organisation are maintained to the highest standard of appearance and meet all required infection control requirements.
- Dispose of waste in accordance with appropriate guidelines.
- Exercise compliance of any nominated checklist and audit requirements.

General

- Maintain a high standard of customer services & treat all residents, clients and staff with dignity, compassion, and respect at all times.
- Promote a culture of person centered care by providing efficient and friendly customer service to all consumers.
- Inspect non-care related products and equipment prior to use and ensure equipment, facilities, and furniture are maintained in good working order. Report any items requiring repair and/or maintenance.
- Participate in approved projects and perform other duties as requested in line with the scope of the Domestic Services Assistant position.
- Attend staff meetings as may be required from time to time.
- Complete all annual mandatory training requirements

Specialist Knowledge and Skills

The following knowledge and skills are required to be utilized:

- Good time management skills, with the ability to complete set tasks within agreed timeframes.
- Experience in cleaning; with specific experience in an aged care environment being an advantage.
- A demonstrated understanding of cleaning materials and techniques.
- Ability to priorities and complete tasks to an agreed time frame.
- Sound understanding of the OHS requirements of the role, including manual handling, use and disposal of chemicals, and ensure the safety of self and others while undertaking duties.

Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Excellent customer service skills and the ability to communicate with a diverse range of people
- Ability to appreciate and utilise knowledge and skills offered by colleagues and Managers
- The ability to work independently and co-operatively as a team member.

General

The following Regulatory Compliance areas are required to be demonstrated:

- Conduct work in line with all relevant OH&S legislation and regulations, and in accordance with organizational policies and procedures.
- Commitment to ensuring standards of excellence are established and maintained by actively supporting and implement practice in keeping with that Aged Care Standards and Accreditation Agency framework
- Participate in relevant training to ensure continued professional development for the betterment of the organization
- Ensure cleaning and housekeeping activities comply with relevant Accreditation standards
- Ensure all waste disposal services comply with Dept. of Human Services Guidelines
- Undertake all duties in accordance with statutory requirements including Manual Handling, Dangerous Goods, Hazardous Substances, and Infection Prevention guidelines
- There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee's skills and abilities.

Organizational Relationships

Reports to: Manager Domestic Services
Direct reports: Nil
Internal Contacts: All Lyndoch staff and consumers
External Contacts: Members of the Public, Contractors, Suppliers

Agreement

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

Name (Please print)

Signature

Date

Authorised by:

Date: March 2022