

## Position Description – Housekeeping Team Leader

### Core Detail

<b>Title</b>	Housekeeping Team Leader
<b>Objective</b>	To ensure all rooms and communal facilities are cleaned to a high standard to promote an environment of health and wellbeing for all residents.
<b>Role</b>	To coordinate and manage the cleaning and laundry operations (bed linen and resident clothing) for the entire facility, ensuring the highest quality of services, hygiene and cleanliness and managing the human and material resources to enable this provision.

### Position Parameters

<b>Employment</b>	Full time, permanent part-time
<b>Reporting to</b>	Facility Manager
<b>Modern Award</b>	Aged Care Award 2010
<b>Award Classification</b>	Level 3 Cleaner/Laundry Hand
<b>Location</b>	TriCare Aged Care Residence

### Detailed Description of the Position

<b>Core Skills</b>	<ul style="list-style-type: none"> <li>• Perform and oversee cleaning and laundry tasks according to facility policies and procedures.</li> <li>• Operate all cleaning and/or laundry equipment including washing machines, dryers, duplex machine and steam cleaners in accordance with operating instructions.</li> <li>• Maintain strict stock control over cleaning and laundry supplies and consumables. Monitor stock levels and either report purchase requirements or undertake ordering processes.</li> <li>• Check all deliveries to ensure correct quantities and quality of goods received.</li> <li>• Consistently demonstrate respect for residents' rights.</li> <li>• Demonstrate understanding of residents' individuality and dignity.</li> <li>• Demonstrate awareness of how to access relevant resident records.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Able to complete correct reporting procedure for resident lost property or damage to resident belongings.</li> <li>• Demonstrate understanding of the need to respect residents' property.</li> <li>• Readily locate relevant Quality Policy Manual, technical reference manuals/books, Work Health and Safety policies and other Housekeeping policies.</li> <li>• Act as a resident advocate.</li> <li>• Participate when required in formal discussion about resident care and service.</li> <li>• Ensure that information relating to resident needs is acted on.</li> <li>• Demonstrate correct usage of work equipment.</li> <li>• Complete Maintenance Requests or other relevant communication procedure when repairs are needed.</li> <li>• Assist other team members if requested, or when needed.</li> <li>• Manage own time effectively.</li> <li>• Support and encourages team member colleagues to take appropriate action when resident rights are being compromised.</li> <li>• Assist others to report incidences/issues.</li> </ul>
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<b>Quality Measures</b>	<ul style="list-style-type: none"> <li>• Ensure hygiene and infection control guidelines are maintained at all times.</li> <li>• Ensure the correct and safe use of resources including chemicals, consumables and equipment.</li> <li>• Demonstrate familiarity with, and understanding of, the content of Material Safety Data Sheets.</li> <li>• Comply with relevant policies and procedures.</li> <li>• Liaise with the Facility Manager if there are any questions or issues with regard to following TriCare's policies and/or procedures.</li> <li>• Participate positively and proactively in team environment including participation in team meetings, promote and implement team decisions and take initiative to assist others in the team.</li> <li>• Use correct team processes to identify ways of ensuring and improving best practice.</li> <li>• Suggest possibilities for improvement in the CC-IRM meetings.</li> <li>• Demonstrate understanding for the need for audits of care and services provided.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Assist and support other team members in applying best practice.</li> <li>• Remind team members to base their performance on policies and procedures at all times.</li> <li>• Assist with data collection for continuous improvement purposes.</li> </ul>
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<b>Team Work</b>	<ul style="list-style-type: none"> <li>• Work cooperatively and courteously with other team members and other teams.</li> <li>• Ask for assistance when/if problems arise.</li> <li>• Commence all prescribed training within an agreed timeframe.</li> <li>• Contribute positively to the team purposes and outcomes, through the cc-IRM process.</li> <li>• Manage time efficiently about task completion.</li> <li>• Develop awareness of location of Aged Care Division Code of Conduct and adheres to the Code.</li> <li>• Share responsibility in meeting agreed team outcomes.</li> <li>• Participate effectively in cc-IRM meetings.</li> <li>• Help others to speak up in WIT meetings.</li> <li>• Act in official team positions.</li> <li>• Actively support other team members in meeting agreed team outcomes.</li> <li>• Assist other team members understand purposes and outcomes.</li> <li>• Problem-solve effectively.</li> <li>• Help team members identify their training needs where teamwork is concerned.</li> <li>• Perform the duties and responsibilities that TriCare assigns to the employee. TriCare may vary these duties and responsibilities at any time.</li> <li>• Work in any area within the Aged Care Residence as directed.</li> </ul>
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## Skills and Knowledge

### **Essential:**

- Empathy for and desire to work with elderly people.
- Basic literacy and numeracy skills.
- Ability to work cooperatively in a team.
- Good verbal communication skills.

**Desirable:**

- Interest in ongoing personal and professional development.

**Personal/Other Attributes**

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- Good verbal communication skills.
- Works well in a team and is committed to quality outcomes.

**Experience**

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- Experience in working in Aged Care and cleaning/laundry services.
- Possesses or working towards a relevant qualification.
- Experience in working all shifts.
- Police Check clearance.

**Work Health and Safety**

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The incumbent has the responsibility to comply with and meet all obligations contained in:

- (a) Work Health and Safety (WHS) legislation;
- (b) Related WHS responsibilities; and
- (c) TriCare's Risk Management (RM) standards.

**Performance Measures**

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Annual Quality Performance Improvement Review.