

Position Description – Housekeeping Team Member

Core Detail

Title	Housekeeping Team Member
Objective	To ensure all rooms and communal facilities are cleaned to a high standard to promote an environment of health and wellbeing for all residents.
Role	To assist the Housekeeping Team Leader in maintaining the residents' home in a clean and attractive state.

Position Parameters

Employment	Full time, permanent part-time, casual
Reporting to	Housekeeping Team Leader
Modern Award	Aged Care Award 2010
Award Classification	Level 2 Cleaner/Laundry Hand
Location	TriCare Aged Care Residence

Detailed Description of the Position

Core Skills	<ul style="list-style-type: none"> • With minimal supervision, completes either delegated cleaning or delegated laundry tasks according to facility policies and procedures. • Operate all cleaning and/or laundry equipment including washing machines, dryers, duplex machine and steam cleaners in accordance with operating instructions. • Consistently demonstrate respect for residents' rights. • Demonstrate understanding of residents' individuality and dignity. • Demonstrate awareness of how to access relevant resident records. • Able to complete correct reporting procedure for resident lost property or damage to resident belongings. • Demonstrate understanding of the need to respect residents' property.
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	<ul style="list-style-type: none"> • Readily locate relevant Quality Policy Manual, technical reference manuals/books, Work Health and Safety policies and other Housekeeping policies. • Act as a resident advocate. • Provide shift report (or handover report) to the Housekeeping Team Leader at the end of the shift. • Communicate with the Housekeeping Team Leader any incidences/issues of concern during the shift. • Participate when required in formal discussion about resident care and service. • Ensure that information relating to resident needs is acted on. • Is competent in the performance and completion of tasks within one area, either cleaning or laundry. • Demonstrate correct usage of work equipment. • Complete Maintenance Requests or other relevant communication procedure when repairs are needed. • Assist other team members if requested, or when needed. • Manage own time effectively. • Support and encourages team member colleagues to take appropriate action when resident rights are being compromised. • Speak up for residents (advocates). • Assist others to report incidences/issues. • Demonstrate willingness to competently perform tasks. • Requested and undertook training in another service area. • Works in the second service area when need arises, when requested.
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Quality Measures	<ul style="list-style-type: none"> • Performance demonstrates commitment to the principle, "Do it right, the first time, every time". • Demonstrate familiarity with, and understanding of, the content of Material Safety Data Sheets. • Comply with relevant policies and procedures. • Liaise with the Housekeeping Team Leader if there are any questions or issues with regard to following TriCare's policies and/or procedures. • Use correct team processes to identify ways of ensuring and improving best practice. • Suggest possibilities for improvement in the CC-IRM meetings.
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	<ul style="list-style-type: none"> • Identify areas for training and refer these to the Housekeeping Team Leader. • Demonstrate understanding for the need for audits of care and services provided. • Assist and support other team members in applying best practice. • Remind team members to base their performance on policies and procedures at all times. • Inform the Housekeeping Team Leader if team members do not adhere to policy and procedure. • Assist with data collection for continuous improvement purposes.
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Team Work	<ul style="list-style-type: none"> • Work cooperatively and courteously with other team members and other teams. • Ask for assistance when/if problems arise. • Commence all prescribed training within an agreed timeframe. • Contribute positively to the team purposes and outcomes, through the cc-IRM process. • Manage time efficiently about task completion. • Develop awareness of location of Aged Care Division Code of Conduct and adheres to the Code. • Share responsibility in meeting agreed team outcomes. • Participate effectively in cc-IRM meetings. • Help others to speak up in WIT meetings. • Act in official team positions. • Actively support other team members in meeting agreed team outcomes. • Assist other team members understand purposes and outcomes. • Problem-solve effectively. • Help team members identify their training needs where teamwork is concerned. • Perform the duties and responsibilities that TriCare assigns to the employee. TriCare may vary these duties and responsibilities at any time. • Work in any area within the Aged Care Residence as directed.
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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

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

Experience

- 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

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

Annual Quality Performance Improvement Review.