



**BANKSIA
VILLAGES**

BROULEE

POSITION DESCRIPTION

Cleaning and Laundry Services

1. POSITION OBJECTIVES

- Provide high quality, professional, friendly and homely cleaning and laundry services to the residents of Banksia Lodge.
- Ensure cleaning and laundry services are delivered in compliance with legislation and Banksia standards, policies and procedures.

2. SCOPE

The Cleaning and Laundry services role is responsible for providing a high level of customer service, including laundry services for residents and cleaning of resident's rooms and public areas.

3. REPORTING

The Cleaning and Laundry Services role reports to the Administration & Domestic Services Manager.

4. DUTIES & RESPONSIBILITIES

4.1 Cleaning

Main activities

- Undertake cleaning and domestic services in resident's rooms
- Replenish consumables in resident's rooms and bathrooms
- Undertake cleaning and domestic services in Banksia Lodge
- Replenish consumables in Banksia Lodge
- Respond to cleaning requests required

4.2 Laundry

- Wash, dry and iron resident's clothes in accordance with policy & procedure
- Pick up and deliver washing to resident rooms
- Wash and dry other items as required

4.3 General Duties

Main Activities

- Maintain open and supportive customer service relationships with residents, their families and/or representatives.
- Maintain and contribute to professional and co-operative relationships within Banksia Lodge, a culture that is open, supportive, and responds constructively to suggestions comments and complaints from residents, relatives and staff.
- Demonstrate a commitment to continuing professional development and meet all training requirements.
- Assisting the Lodge to maintain accreditation and compliance.
- Other duties as requested from time to time in accordance with the scope of the position, employee's skill level and classification under the relevant Award or Agreement

5. KNOWLEDGE SKILLS & ATTRIBUTES

5.1 Knowledge

- Knowledge of the aged care sector

5.2 Skills

- High level communication skills
- High level interpersonal skills
- Able to provide a high level of customer service
- High level attention to detail
- Able to work independently and as part of a team

5.3 Attributes

- Honest, reliable, punctual and well presented
- Ability to maintain privacy and confidentiality in accordance with Banksia policy.
- Highly organised, able to prioritise tasks
- The ability to be empathetic, calm and understanding when dealing with people in a diverse range of circumstances

6. QUALIFICATIONS, EXPERIENCE & OTHER REQUIREMENTS

6.1 Qualifications

- Cert III in Cleaning Operations (desired)
- Certificate III in Individual Support and/or Aged Care (desired)
- Current First Aid Certificate (desired)

6.2 Experience

- A desire to work in the Aged Care sector
- Experience in commercial cleaning & laundry operations

6.3 Other Requirements

- Successfully pass a National Police Check and maintain professional suitability
- Successfully pass a physical assessment and maintain physical ability to perform inherent duties of role

7. WORKING CONDITIONS

7.1 Hours of Work

Hours of work are on a rotational roster including weekends and public holidays

Hours and days of work are subject to change in accordance with operational requirements.

7.2 Award/Industrial Instrument

Remuneration and working conditions will be in accordance with the Banksia Village NSWNMA and HSU Enterprise Agreement 2023. The following classifications apply;

Non Direct Aged Care Employee

Pay rates:

Classification	First pay after 01/7/2022
General Services Level 2	\$27.27

Salary packaging arrangements are available for this position.

8. PERFORMANCE MANAGEMENT

Performance management is a critical component in aligning individual performance and behavior with company goals and values. Performance management sessions allow a formal and objective opportunity to communicate on all matters relating to the position. This process provides the employee with feedback on individual performance and allows an opportunity to communicate directly with management.

See the performance management policy for further information on the objectives of performance management and the process that is followed.

Performance Measurement

The following table lists the key areas of performance that will be assessed.

Key Performance Area	Key Performance Indicator	Example
1. Customer Service	1. Customer service	Ability to politely, consistently and competently deal with clients and their families and/or representatives The extent to which the employee performs hotel services within the scope of organisations policies and procedures. Ability to maintain relationships at department and inter-department level and contribute to the smooth flow of information.
2. Workplace Relations	1. Team work	Ability to complete assigned tasks, liaise and work with others. Willingness to uphold teamwork and positive workplace relations. Ability to take direction from the management team (in accordance with best practice clinical and client care).
3. Employee behaviour	1. Attendance and reliability	Extent to which the employee has maintained good attendance, been reliable and punctual.

	2. Company Values	Extent to which the employee has embraced and behaved in accordance with company values.
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Assessment

File notes will be recorded (for good and poor performance) throughout the assessment period and referred to when the formal assessment is completed. Only a member of management or HRM may complete a file note relating to this position.

Assessments will be conducted by the Administration and Domestic Services Manager and will be reviewed by the HRM. The review meeting will be conducted in accordance with approved policy.

Review Cycle

Performance will be reviewed after an initial period of employment of 3 months and then at 12 month intervals.

Self-Assessment

Self-assessment will be requested if deemed required by management.

9. REVIEW

This job description is a working document and is subject to continual review. The employee will be involved in any review process and entitled to contribute to and/or question any proposed changes before implementation.