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| <b>Position Description</b>                |   |
| <b>Title</b>                               | <b>NDIS Home Cleaning Support</b>   |
| <b>Responsible to</b>                      | <b>Director Client Services</b>   |
| <b>Responsible for</b>                     | <b>N/A</b>  |
| <b>Position Classification</b>             | <b>Social, Community, Home Care and Disability Services Industry Award MA000100</b> |
| <b>Internal and External Communication</b> | <b>Participants, other Support workers, Administration and Directors</b>            |

#### **PURPOSE OF POSITION:**

**NDIS Home Cleaning Support** is to support participants in keeping their home clean, tidy and hygienic so they can live a healthy and happy life

#### **ORGANISATIONAL RELATIONSHIPS**

When dealing with routine matters, the position is subject to general direction in order to achieve clear objectives as set down by AHS GC's policies. However, for more complex matters and when dealing with non-routine matters, the incumbent will be required to use their own initiative.

#### **VALUES AND ACCOUNTABILITIES**

Our strategic directions and day-to-day activities are guided by the following values and accountabilities:

- Customer service
- Respect for others
- Responsiveness and accountability to our participants
- Honesty and fairness
- Equity and access
- Open communication
- Cooperation and understanding
- Economy and efficiency
- Excellence, innovation and leadership
- Recognition of the skills and commitment of others

Compliance with AHS GC's Code of Conduct, Management Directives and Policies and Procedures. Commitment of AHS GC business plan. Ensure all work is performed to meet the safety, environmental and legislative requirements and responsibilities of AHS GC, together with the adherence of AHS GC's OH&S guidelines and procedures. Commitment to Equal Employment Opportunity, Diversity and Merit principles. Efficient and effective utilisation of resources as allocated under the level of responsibility for this position. Conduct all business transactions in an ethical, friendly, efficient and professional manner. Provision of quality customer service. Apply AHS GC's risk management policy objectives as they impact the position.

#### **Skills and Qualifications**

- Ability to follow verbal directions
- Ability to work well alone and with a partner or team
- Reliable and punctual with dedicated professionalism to job and duties
- Able to adapt to changing schedules or routines; excellent time management skills
- Pay attention to detail when cleaning
- Organise and able to follow a schedule
- Physically able to reach, stretch, bend, and walk during the daily routine, with ability to stand for long lengths of time; physically able to operate vacuum cleaner for extended periods of time; ability to lift up to 10 – 15 Kilos
- General knowledge of cleaning products, supplies, and techniques for cleaning
- Able to work weekends, and occasional holidays
- Work with and within perimeters of All Home Services Gold Coast Policies, procedures and guidelines contained within “When I Work App” at all times
- Hold a Blue Card and/or Yellow Card and have passed the NDIS Workers Screening

| <b>Position Specific Accountabilities</b>   | <b>Outcomes Expected</b>   |
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| Clean, disinfect and sanitise bathrooms, toilets and kitchens   | Rooms are clean and clear of any possible cross infection areas.   |
| Empty and clean out trash bins and recycled materials and dispose of in designated area                               | Area is clear and tidy of any rubbish  |
| Execute tasks according to allotted time; prioritise most important areas   | Residence is cleaned as a routine, same quality results every time. Worker arrives on time and leaves at the allotted time |
| Listen and understand verbal requests   | Requests are undertaken in a timely fashion  |
| Organise and tidy rooms, cupboards and storage areas as needed or requested   | Residence is cleaned in accordance with Staff Handbook Standards of Cleaning AHS MAN 02                                    |
| Provide detailed cleaning including dusting and polishing furniture, removing stains and cleaning hard-to-reach areas | Residence is cleaned in accordance with Staff Handbook Standards of Cleaning AHS MAN 03                                    |
| Vacuum, sweep, wax and mop various types of floors  | Residence is cleaned in accordance with Staff Handbook Standards of Cleaning AHS MAN 02                                    |

#### **KEY SELECTION CRITERIA:**

KSC 1

Ability of operate manual and electrical cleaning equipment in a safe, efficient manner

KSC2

Ability to understand instruction by way of verbal, written email

KSC 3

Ability to use mobile shift app (When I Work)

KSC 4

Some knowledge in regard to All Home Services Policies and Procedures with an ability work and promote the NDIS Practice Standards

**KSC 5**

A team player with the ability to undertake various duties and be a committed and dedicated individual who will devote the necessary time to fulfil the position requirements.

**KSC 6**

Is committed to the principles of quality assurance and continuous improvement.

**RISK ASSESSED ROLE:**

This Position Description is for a Risk Assessed Role and has been identified by Director Finance, Chris Wright of All Home Services Gold Coast on April 15, 2024, and was assessed against the Federal Register of Legislation <https://www.legislation.gov.au/F2018L00887/2020-12-01/text>

**6 Definitions relating to more than incidental contact**

(1) For the purposes of this instrument:

*contact* includes physical contact, face-to-face contact, oral communication, written communication and electronic communication.

(2) Without limiting what may constitute more than incidental contact, the normal duties of a role are likely to require more than incidental contact with a person with a disability if those duties include:

- (a) physically touching a person with disability; or
- (b) building a rapport with a person with disability as an integral and ordinary part of the performance of those duties; or

Example 1: The role of a worker involves the delivery of mobility equipment to the homes of people with disability. As a standard part of that role, he provides training and instructions to the customer about how to use the equipment safely and makes adjustments to the equipment to make it suitable for the customer. This role is likely to require *more than incidental contact*. This is because there is 'contact' with a person with disability, and the ordinary content of that contact (testing the person's needs and preferences with them, talking about and responding to the nature of their disability) means that there is a level of openness and trust required on the part of the person with disability which would routinely involve the worker building a level of rapport with them.

Example 2: An accountant works for a business that supplies custom prosthetics to people with a disability, and performs only "back office" duties. The accountant has coincidental contact with people with disability many work days, when moving through public areas of the business, at which time the accountant nods and says hello to the customers. The accountant's role does not involve *more than incidental contact* with people with disability. This is because the duties of the role do not require the accountant to have more than polite, functional contact with people with disability, or get to know them in any way.

- (c) having contact with multiple people with disability:
  - (i) as part of the direct delivery of a specialist disability support or service; or
  - (ii) in a specialist disability accommodation setting.

**APPROVAL**

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| Employee's Name              | Employee's signature and date                |
| Employer Representative Name | Employee's representative signature and date |