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| POSITION DESCRIPTION |
| Position Name | Housekeeper/ Cleaner - Naroo |
| Position Number | To be completed |
| TRIM Reference |  |
| Reports to | Naroo and Aged Services Manager |
| Classification | *Local Government Aged, Disability and Home Care (State) Award*Grade 1 or 2 depending on skills |
| **Term of Employment:** | Casual |
| **Approximate number of direct reports:** | Nil |
| **Location:** | Naroo Hostel Warialda, NSW |
| **Operational Expenditure:** | Nil |
| **Capital Expenditure:** | Nil |
| Delegations | In accordance with Council’s Delegations Register |

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| **Overview of the Gwydir Shire Council** |

Located on the Fossickers Way between the New England and North West regions of NSW, the Gwydir Shire encompasses a diverse landscape that is both picturesque and productive. With affordable housing, a strong sense of community and diverse leisure and recreation activities, the Shire offers an idyllic and fulfilling lifestyle. Bingara and Warialda are the main towns in the Shire.

The Gwydir Shire Council prides itself on being an award-winning organisation that supports its community through the provision of high-quality services. Council offers employees a rewarding career that allows staff to make a positive impact in the communities in which they live; and provides exciting opportunities to explore and nurture career avenues within the organisation. Council strongly supports a flexible-family friendly work environment.

Council’s vision is to be a recognised leader in Local Government through continuous learning and sustainability. Council embraces this mantra by ensuring all staff have access to training and education, in order to reach their full potential.

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| Our Vision |

To be the recognised leader in Local Government through continuous learning and sustainability.

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| Our Mission |

To ensure that the Council’s long-term role is viable and sustainable by meeting the needs of our residents in a responsible caring way, attract sustainable development while maintaining the traditional rural values, character and culture of our people.

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| Our Values |

***1. For Our Community and Visitors***

We will provide a safe, clean and healthy environment in which all people have the opportunity to participate, and share in the Council’s services and facilities.

***2. For Our Community Committees***

We will seek their opinion in relation to the services in which they assist us, offer relevant and timely support, and recognise their valuable contribution.

***3. For Our Staff***

We will create an atmosphere of team support, which encourages frank and honest communication, and the use of common sense and innovation in a safe and friendly working environment with the aim of efficiency.

***4. For Our Councillors***

We will treat all Councillors equally and ensure that they are provided with accurate and timely advice and expect that they will treat each other and the staff with due respect.

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| Core Responsibilities of Employees |

Council has core responsibilities and it is a requirement that all employees will adhere to Council’s current guiding behaviour standards and expectations. In particular, but not exclusive too, the following:

***Work Health and Safety***

* Ensure that all employees fulfil their specific responsibilities, duties and due diligence requirements under the NSW Work, Health & Safety legislation and Council's relevant safe work instructions, policies and procedures.
* Ensure that Workplace Health and Safety is always at front of mind and a number one priority, working with care and consideration to safeguard the health and safety of all staff and members of the general public.
* Follow safe practices/procedures to perform duties in a manner so as not to put yourself or others at risk of harm.
* Immediately report any hazards, incidents and accidents to the relevant supervisor and take appropriate action.
* Participate in delivering a positive safety culture, including having a proactive involvement in reviewing safe systems of work compliance and the implementation of continuous improvements in health and safety.

***Community and Customer Focused***

* Convey a professional image of Council at all times.
* Provide customer centred services in line with organisational objectives and agreed service standards which is focused on continuous improvement
* Deliver quality customer service and service delivery which exceeds community expectations.

***Code of Conduct, Anti-Discrimination and Equal Employment Opportunity***

* Comply with all legislative requirements of the role.
* Store and maintain corporate records in Council’s electronic document management system in accordance with relevant protocols, procedures and the State Records Act.
* Convey a professional and positive image of Council and the local government sector at all times, including dressing appropriately for the role and wearing designated uniform (Personal Protective Equipment) if required.
* Support and promote a professional working environment free from discrimination, harassment and victimisation. It is the responsibility of all employees to ensure that proper standards of conduct are upheld in the workplace.
* Eliminate and ensure the absence of discrimination in employment on the grounds of race, sex, marital or domestic status and disability in councils, and promote equal employment opportunity for women, aboriginal and Torres Strait Islander people, people from a non-english speaking background, and persons with disabilities.

***Work Performance***

* Productively and cooperatively contribute to the outcomes of work teams.
* Attend and positively contribute to team meetings.
* Take responsibility for and manage own work and contribute to a productive team and work environment.
* Work cooperatively and proactively to achieve the objectives of Council’s Plans and the priorities identified in the Community Strategic Plan.
* Regularly review and appraise own performance against required levels.
* Proactively engage in a performance planning and review process on a regular basis in line with Council policy.

***Innovation***

* To identify new and improved ways to do business.
* Fostering continuous improvement in all areas of operations and service delivery.
* Actively share information and knowledge on issues, training and practices with relevant staff.
* Identify and subsequently remove, mitigate against or minimise exposures to risk when introducing new and improved work practices.

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| **Department and Branch Description** |

Forming part of the Organisation and Community Services Department, the Naroo and Aged Care Services Branch is responsible for providing aged care services including hostel services, Commonwealth Home Support Program (CHSP) services and community transport.

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| **Primary Purpose of the Position** |

The person holding this position is part of a team responsible for maintaining the facility in a clean manner and attending to laundry duties for facility and residents of Naroo Hostel in Warialda.

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| **Key Position Accountabilities** |

* Adhere to Policies of Gwydir Shire Council including Code of Conduct
* Comply with aims and objectives of Naroo Hostel
* Abide by Naroo Hostel policies and procedures
* Be responsible for cleanliness of facility following policies and procedures
* Be responsible for laundry duties for facility and residents.
* Be conscious of cultural differences and requirements of residents
* Be respectful of residents’ specific requirements and preference.
* Ensure that W H & S and WorkCover requirements are followed.
* Attend seminars and training courses appropriate to the position as required.
* Ensure that the wellbeing of the residents is clearly visible to all.
* Ensure that a homely environment for all residents is promoted.
* Provide support to residents and other staff members as required.
* Abide by Naroo Hostel’s Vision Statement, Mission Statement and Policies and Procedures.
* Ensure protective clothing and/or equipment is utilised as required.

*All positions in Council involve multi-skilling and consequently the interchange of duties where and when required for the effective operation of the Department. The duties described above are indicative of the primary duties that a person appointed to the position would be expected to perform and should not be regarded as the sole duties applicable to the position. Other duties may be assigned in accordance with skills, competence and training.*

# Capabilities for the role

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

| Local Government Capability Framework |
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| **Capability Group** | **Capability Name** | **Level** |
| Icon  Description automatically generated**Personal attributes** | Manage Self | Foundational |
| **Display Resilience and Adaptability** | **Intermediate** |
| **Act with Integrity** | **Intermediate** |
| Demonstrate Accountability | Foundational |
| Icon  Description automatically generated**Relationships** | **Communicate and Engage** | **Intermediate** |
| **Community and Customer Focus** | **Intermediate** |
| Work Collaboratively | Foundational |
| Influence and Negotiate | Foundational |
| Icon  Description automatically generated**Results** | Plan and Prioritise | Foundational |
| **Think and Solve Problems** | **Intermediate** |
| Create and Innovate | Foundational |
| Deliver Results | Foundational |
| A picture containing text  Description automatically generated**Resources** | Finance | Foundational |
| Assets and Tools | Foundational |
| **Technology and Information** | **Foundational** |
| Procurement and Contracts | Foundational |

| FOCUS CAPABILITIES |
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| **Group and capability** | **Level** |  | **Behavioural indicators** |
| **Personal Attributes**Display Resilience and adaptability  | Intermediate | * Adapts quickly to changed priorities and organisational settings
* Welcomes new ideas and ways of working
* Stays calm and focused in difficult situations
* Perseveres through challenges
* Offers own opinion and raises challenging issues
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| **Personal Attributes**Act with Integrity  | Intermediate | * Maintains confidentiality of customer and organisational information
* Is open, honest and consistent in words and behaviour
* Takes steps to clarify ethical issues and seeks advice when unsure what to do
* Helps others to understand their obligations to follow the code of conduct, legislation and policies
* Recognises and reports inappropriate behaviour, misconduct and perceived conflicts of interest
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| **Relationships**Communicate and Engage | Intermediate | Focuses on key points and communicates in ‘Plain English’Clearly explains and presents ideas and technical informationMonitors own and others’ nonverbal cues and adapts where necessaryListens to others when they are speaking and asks appropriate, respectful questionsShows sensitivity in adapting communication content and style for diverse audiences |
| **Relationships**Community and Customer Service | Intermediate | Identifies and responds quickly to customer needs* Demonstrates a thorough knowledge of services provided

Puts the customer and community at the heart of work activitiesTakes responsibility for resolving customer issues and needs |
| **Results**Think and Solve Problems | Intermediate | Gathers and investigates information from a variety of sources Questions basic inconsistencies or gaps in information and raises to appropriate level Asks questions to get to the heart of the issue and define the problem clearly Analyses numerical data and other information and draws conclusions based on evidence Works with others to assess options and identify appropriate solutions |
| **Resources**Technology and Information | Foundational | Shows confidence in using the technology required for the roleUses technology appropriately, in line with acceptable use policiesCompletes work tasks in line with records, information and knowledge management policies |

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| **Qualifications** |

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| **Other requirements of the Position**  |

* Drivers Licence - possession of a current valid Class C Driver’s Licence.
* Computer skills including the ability to write and format documents (Microsoft applications), produce power point presentations, and use spreadsheets.
* Willingness to work flexible hours to meet the requirements of the position.
* Behaviour in accordance with Council’s policies and the Code of Conduct.
* Report environment issues that may become evident when carrying out the position duties.
* Willingness to have Council conduct a Criminal History Check.
* Agree to undertake a medical assessment by Council’s nominated medical practitioner if required and to be medically fit to undertake the full requirements of the position.

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| **Selection Criteria** |

Applicants for the position are required to address all of the Essential and Desirable Selection Criteria.

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| **Essential**  |

1. First aid certificate with CPR
2. Demonstrated personal competencies, including confidentiality, effective communication skills (written, verbal and non-verbal), ability to successfully negotiate for outcomes, sound decision making skills, and genuine commitment to consultation and engagement with other stakeholders.
3. Willingness to actively contribute to continuous quality improvement and Accreditation activities within the service.
4. Willingness to work within the policies, procedures and practices of the residential aged care service and all aspects of regulatory compliance associated with work role
5. Ability to balance conflicting priorities and work to deadlines.
6. Supports productive relationships with a demonstrated ability to work as part of a team and independently and with people at all levels.
7. Current valid ‘C’ Class driver’s licence.

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| **Desirable** |

* Previous experience working within a residential aged care environment would be highly regarded.
* Experience as a cleaner/ housekeeper
* Certificate III in Aged Care



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| **Signature Block** |

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| **Prepared by** | Human Resource Officer |
| **Approved by General Manager** **(or delegate) – Name:** |  |
| **Approved by General Manager** **(or delegate) - Signature:** |  |
| **Date Approved/Reviewed:** |  |
| **Version Number and Date:** | Version 2 – April 2021 |
| Employee DeclarationI agree with and understand the requirements of my employment with Council, as contained in this Position Description.I declare that I:* have had the opportunity to ask questions regarding my terms and conditions of employment and received satisfactory responses.
* understand that the Position Description describes in general the nature of my employment and that other duties may be required of me from time to time consistent with my position classification level, experience, and qualifications.
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| **Employee Name (Please Print):** |  |
| **Employee Signature:** |  |
| **Date:** |  |