



Cultivating Healthy Communities

Position Title:	Cleaner
Reports To:	Support Services Manager
Department:	People and Culture
Classification:	IN18 Cleaner Grade 1 IN19 Cleaner Grade 2
Employment Conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Qualifying Period	6 Months from commencement date

East Wimmera Health Service (EWHS) is a fully accredited small rural health service consisting of 40 Acute and 95 Aged Care beds across five campuses in the Buloke and Northern Grampians Shires in North Western Victoria. Covering the land first inhabited by the Dja Wurrung, Barengi Gadjin, and Jaara Jaara peoples. EWHS encompasses the townships of Birchip, Charlton, Donald, Wycheproof and St Arnaud. EWHS provides a broad range of Acute, Community Based and Aged Care services integrated with local General Medical Practices. Additionally EWHS manages a number of other local services in post-acute care, planned activity groups and infection control. The duties of this position are to be performed with adherence to the purpose and values identified through EWHS's strategic plan and compliance with the Code of Behaviour for staff of EWHS.

Our Vision

To see sustainable improvement in the health and wellbeing of our community

Our Purpose

To work together with our community to achieve better health and wellbeing outcomes

Our Values

Together, Honesty, Empathy, Community, Open, Respect and Excellence



ROLE STATEMENT

To assist in the provision and maintenance of high quality cleaning services within the Health Service, by providing a high level of cleaning and adhere to the Victorian Health Cleaning Standards 2011. The Cleaner will meet all Infection Control requirements

POSITION SPECIFIC RESPONSIBILITIES

Personal & Professional Development

- Maintain contemporary knowledge of all cleaning standards to ensure that tasks are undertaken in accordance with relevant legislation and health service requirements.
- Actively participate in all mandatory competencies and training as required to ensure service delivery meets the strategic needs of the department and changing legislative requirements.
- Demonstrated safe working knowledge of Cleaning and Chemical Management processes.
- Actively participate in annual performance appraisals.

Customer Service

- Promote a culture of person centred care by providing prompt and efficient customer service to all internal and external customers.
- Ensure feedback and complaints are reported to the Supervisor and/or Support Service Manager where required.
- Maintain confidentiality on all issues relating to the health service, consumers and colleagues.
- Demonstrated committed to ensuring all women, men, people from diverse cultural experiences, including Aboriginal and Torres Strait Islander people, class positions and social circumstances, sexual orientations, health and illness conditions are treated appropriately according to their specific needs.

Administration & Documentation

- Ensure that all documentation is accurate and completed in a professional and timely manner and meets legislation and organisational policy.
- Actively participate in relevant committees and prepare and submit reports as required by the Committee or Manager.
- Ensure that daily checklists, quality audit tools are completed for compliance.

Technical Skills & Application

- Carry out cleaning duties including sweeping, washing, dusting, and vacuuming of floors, windows, walls, furniture, fixtures and equipment.
- Ensure that all cleaning tasks comply with all infection control requirements, policies and procedures
- Apply a 'clean as you go' attitude towards all cleaning tasks, in addition to ensuring that all areas of the health service meet all required infection control requirements and The Victorian Cleaning Standards 2011.

- Dispose of waste in accordance with EWHS and EPA guidelines
- Ensure that EWHS furniture, equipment and facilities are maintained in good working order and any faults are reported in a timely manner.

Teamwork & Communication

- Actively promote a team environment that strives for innovation and improvement in all processes.
- Demonstrated ability to work consistently and positively within a team to achieve custom focused outcomes.
- Work collaboratively with all members of the multidisciplinary team to facilitate integrated person centred care.

Quality / Safety & Risk Management

- Demonstrate a working knowledge of all relevant external legislation and internal EWHS policies and procedures that relate to this position and this health service.
- Actively participate in and contribute to all quality improvement activities.
- Minimise incidents of infection control breaches that may affect resident/patient safety.
- Actively cooperate with EWHS Occupational Health, Safety and Risk policies and participate in appropriate safety education and evaluation activities.
- Actively participate in staff meetings and professional development programs.
- Be aware of EWHS Fire Safety and Evacuation Procedure and any responsibilities allocated to particular persons.
- Knowledge of EWHS Risk Management policies and procedures, to be able to recognize risks while performing day-to-day duties.
- Identified risks and, where appropriate assist management to develop and implement effective measures for the management of risk.
- Be aware of and ensure compliance with EWHS Manual Handling policies and procedures.
- Use chemicals according to SDS (Safety Data Sheets) sheets and product information sheets, and use appropriate PPE (Personal Protective Equipment) when using and handling chemicals.

Integrity

- The values and expected behaviours at EWHS support ethical and responsible decision-making and a culture where all staff behave with integrity and respond appropriately if behaviour (at any level within an organisation) falls short of expectations.
- EWHS's disclosure and reporting processes provide confidentiality, utilise effective investigation and escalation mechanisms and include a range of actions to address fraudulent, corrupt or other unacceptable employee behaviours.
- If you suspect unethical, fraudulent or corrupt behaviour, it is imperative to report that behaviour. Sometimes this behaviour is managed internally but if it meets the mandatory minimum requirements, the CEO as the principal officer at EWHS has a statutory obligation to report material issues to the Independent

Broad-based Anticorruption Commission (IBAC)

- Reports can be made directly to the CEO or the Board depending upon the level within the organisation the suspected behaviour is occurring.

PERFORMANCE INDICATORS

- Maintain Confidentiality on all issues relating to the health service, residents/patients and colleagues.
- Promote a culture of person centred care by providing prompt and efficient customer service to all internal and external customers.
- Demonstrated ability to work consistently and positively within the team to achieve customer focused outcomes.
- Ensure that all documentation is accurate and completed in a professional and timely manner.
- Ensure all tasks involving cleaning comply with the Cleaning Standards and Infection Control requirements.
- Supervise all cleaning schedules and processes including but not limited to cleaning protocols, daily cleaning schedules and audit schedules.
- Actively participate in all mandatory competencies and training as required.
- Actively participate in annual performance appraisal.

KEY BEHAVIORAL COMPETANCIES

- | | |
|-------------------------------|--------------------|
| • Time Management | • Priority Setting |
| • Function / Technical Skills | • Customer Service |
| • Integrity & Trust | • Approachability |

KEY SELECTION CRITERIA

- Demonstrated ability to work to a high standard with minimal supervision and commitment to work as part of a team.
- Evidence of interpersonal skills, with a friendly manner when dealing with residents, patients, clients, employees & community members.
- Genuine desire to work in the Support Services and perform cleaning duties within a health service environment.
- Evidence of good personal hygiene standards
- Willingness to work weekends and variable shifts as required.
- Evidence of contribution to build a positive team culture.
- Evidence of recent annual influenza immunisation or willingness to obtain
- Evidence of full immunisation against COVID-19.



Desirable

- Previous experience cleaning in a Health Care setting
- Previous experience in customer service

The Cleaner at East Wimmera Health Service will hold:

- A current Victorian Drivers Licence.
- A current National Police Check or ability to obtain a satisfactory check.
- Ability to comply with the “Behavioural Outcomes” for this role.
- A current Working with Children Check or willingness to obtain.

East Wimmera Health Service		
STANDARDS OF BEHAVIOUR		
Our staff will always:		Our staff will not:
Together	<ul style="list-style-type: none"> • Work as part of the team • Mentor others • Provide encouragement to others • Care for others the way they would like to be cared for themselves • Partner with consumers in decision making about their healthcare 	<ul style="list-style-type: none"> • Be self-centered • Have inappropriate conversations with others • Demonstrate a “can’t-do” attitude • Ignore feedback given by patients or colleagues • Avoid responsibility • Refuse to assist others with their workload
Honesty	<ul style="list-style-type: none"> • Be open & honest with ourselves and with others • Make ethical decisions • Bring ourselves to work • Maintain high levels of integrity • Be responsible and accountable 	<ul style="list-style-type: none"> • Be dishonest • Be unreliable • Pass the buck • Be lazy
Empathy	<ul style="list-style-type: none"> • Commit to delivering a positive health experience to every person every time • Show compassion to all people • Demonstrate empathy & understanding 	<ul style="list-style-type: none"> • Be sarcastic • Be judgmental • Make care decisions without consulting the consumer
Community	<ul style="list-style-type: none"> • Maintain customer focus • Lead by example • Be responsible & accountable for their own actions • Stand up and take action • Escalate issues or behaviours of concern 	<ul style="list-style-type: none"> • Be hypocritical • Contribute to rumours • Discriminate against others • Think they’re better than others • Be passive
Open	<ul style="list-style-type: none"> • Demonstrate consistency • Treat people equally • Be considerate & understanding • Be collaborative and collegiate • Deal with issues 	<ul style="list-style-type: none"> • Demonstrate favouritism & exclusion • Withhold information • Ignore issues
Respect	<ul style="list-style-type: none"> • Maintain confidentiality & privacy • Be punctual • Listen to others & accept differences • Respond courteously • Greet all people by saying hello, smiling and introducing themselves • Be culturally informed and sensitive • Respect diverse opinions 	<ul style="list-style-type: none"> • Be arrogant • Be disrespectful • Display rudeness • Bully, harass or display aggression • Allow unacceptable behaviour
Excellence	<ul style="list-style-type: none"> • Expect and deliver excellence • Persevere to do the best job they can • Strive continuously to improve • Be professional & enthusiastic • Have the courage to question what we do 	<ul style="list-style-type: none"> • Give up • Accept mediocrity • Leave an untidy workplace

Staff at EWHS must also comply with both the Industry and organisational Code of Conduct

RISK ASSESSMENT / JOB ANALYSIS

East Wimmera Health Service provides a safe working environment for staff as part of the process Risk Assessments have been carried out and this position could include some or all of the following.

(Please mark (eg X or ✓) to those that apply to this position)

Aspects of Normal Workplace	Frequency			
Work Environment	Occasionally	Regularly	Continual	NA
• Work with the possibility of extended hours	✓			
• Work in locations geographically separated from main facility	✓			
• Working off site which may include clients homes				✓
• Clinical areas		✓		
• Travelling or Driving in cars on a regular basis				✓
Work Activity				
• Manage demanding and changing workloads and competing priorities		✓		
• Undertake administrative tasks including intensive computer keyboarding work, filing, writing, concentrating for long periods of time	✓			
• Sitting at the computer for extended periods of time	✓			
• Sitting in meetings for extended periods of time	✓			
• Use of technology including photocopiers, telephones	✓			
• Undertake manual handling of equipment			✓	
• Patient Handling (<i>No Lift Program operates throughout EWHS</i>)				✓
• Exposure to Substances (<i>Protective equipment & procedures in place to prevent contact</i>)		✓		
Work relationships				
• Work in a team environment and at times independently			✓	
• Interaction with staff from other disciplines and departments			✓	
• Interacts with: <ul style="list-style-type: none"> ○ colleagues and other hospital staff ○ members of the public ○ Patients and relatives 		✓ ✓	✓	



Cultivating Healthy Communities

I acknowledge:

- That I have read and fully understand the Position Description and the position's Job Analysis.
- I agree that I have the physical ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities and duties.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That EWHS may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the employment agreement that I will sign, outlining the terms and conditions of my employment.

Name (please print) _____

Signature _____

Date _____

Document Control	
Executive Sponsor: Director of People & Culture	
Manager Responsible: Support Services Manager	
Author(s): Support Services Manager	
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