



Where mental wellbeing thrives

Position Description General Hand - Cleaner

"Where mental wellbeing thrives"

Position Details

Position Title:	General Hand - Cleaner
Award:	Flourish Australia Enterprise Agreement 2018
Level:	Grade 3
Service:	Community Business - Australian Disability Enterprises (ADE)
Employment Type:	In accordance with employment contract

Position Summary

The role of the General Hand - Cleaner is to:

- Ensure all daily and periodical cleaning is completed to the correct standards.
- Adhere to protocol concerning the cleaning of buildings and rooms.
- Provide cleaning services in a flexible manner so as not to disrupt the duties of other employees in their work.
- Regularly assist Supported Employees in the performance of their cleaning duties.
- Act as a role model for people with diverse levels of aptitude and expertise who are developing vocational cleaning skills

As part of the suite of supports and resources provided, Flourish Australia operates social enterprises and community businesses with the purpose of creating sustainable employment, vocational and training opportunities for people with mental health issues. General Hand - Cleaners with Flourish Australia's Community Businesses operating as an Australian Disability Enterprise (ADE) work alongside of Supported Employees delivering precise cleaning methods.

About Flourish Australia

Our name reflects our fundamental and enduring commitment to people's mental health and wellbeing, supporting them to thrive and live a contributing life.

Vision

Flourish Australia's vision is to enable full participation within a diverse and inclusive community.

Mission

Working together for optimal mental health and wellbeing.

Values

Flourish Australia values hope, inclusion, partnership, diversity, integrity, respect, trust.

Flourish Australia's community businesses provide vocational support and training within a commercial environment to people with lived experience of mental health issues. They achieve this goal by tailoring meaningful employment activities that support an employee's vocational journey with practical on the job training and a group based learning experience. These vocational activities culminate into achieving the Community Businesses' objective of transitioning employees into open employment.

The objectives of our community businesses are to provide a supportive working environment where people can:

- Reconnect gradually with employment and earn an award-based wage;
- Gain or enhance the social skills required to operate successfully as an employee;
- Learn about recovery and how to improve their physical and mental health and wellbeing, and plan their recovery journey with support from a peer worker; and
- Gain useful trade or industrial skills and qualifications relevant to future working opportunities.

Relationships and Authority

Reports to: Cleaning Supervisor, Supervisor

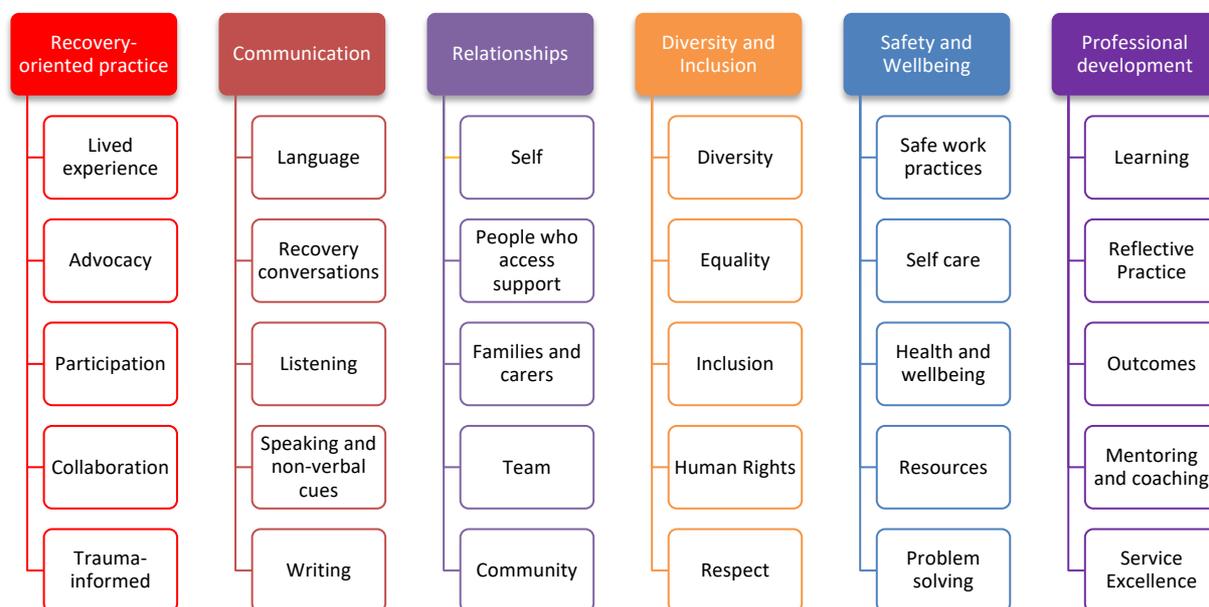
Direct reports: Nil.

Organisational Accountabilities

- Abide by all Flourish Australia and customer procedures and policies.
- Actively ensure the health, safety and wellbeing of themselves and others at work in accordance with their delegated authority and in accordance with the Work Health and Safety Act 2011.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times.
- Be responsible for engaging in discussion about, and helping to create and sustain a culture of, continuous quality improvement.
- Identify possible organisational risks and adhere to the Risk Management Framework.
- Work to support and promote the vision, mission, and values of Flourish Australia.

Key capabilities

Flourish Australia’s Capability Framework enables staff to develop their career with Flourish Australia. The Capability Framework consists of six core Capability Domains, which are core to the work we do.



A seventh (7th) domain is provided for position-specific competency.

Position demands/frequency

The following tables provide an overview of some of the common physical and psychosocial demands placed on all employees working in mental health.

Physical demands/frequency

Position demand	Frequency	Comments
Standing	Frequent	Continuous and repetitive throughout the work day.
Sitting	Frequent	Continuous and repetitive throughout the work day.
Crouching	Frequent	Continuous and repetitive throughout the work day.
Kneeling	Frequent	Continuous and repetitive throughout the work day.
Stooping	Frequent	Continuous and repetitive throughout the work day.
Walking	Frequent	Continuous and repetitive throughout the work day.
Stair climbing	Occasionally	May be required (but depends on workplace)
Controls/fine motor skills <ul style="list-style-type: none">• Hand/arm• Foot/leg	Frequent	Essentially, fine motor skills are required to perform activities of driving, operating computers and other cleaning equipment, general cleaning support, as well as for maintenance tasks.
Reaching (overhead)	Frequent	Continuous and repetitive throughout the work day in community business settings.
Driving	Frequent	Driving is a frequent activity performed by the staff in this role.
Lifting and carrying <ul style="list-style-type: none">• 2kg-5kg• 5kg-10kg• 10kg-15kg• >15kg	Constant Frequent Occasionally Rarely	All lifting and carrying at Flourish Australia needs to be performed by the employee and the chance of delegating to others is small. Other major lifts include cleaning supplies, office supplies and cleaning equipment.

Psychosocial demands/frequency

Position demand	Frequency	Comments
Working with distressed people	Occasionally	e.g. episodic or grief situations
Working with people who may have experienced trauma	Frequent	e.g. child abuse, history of violence
Exposure to distressing situations	Occasionally	e.g. self-harm, death
Working with unpredictable or aggressive people	Occasionally	e.g. drug and alcohol induced, episodic situations, visiting people's homes.

Key Tasks and Responsibilities

- Delivery of cleaning services per contractual requirements – this can include:
 - spot cleaning of carpets and soft furnishings;
 - operating hand held powered equipment such as blowers, vacuum cleaners and polishers;
 - sweeping and mopping;
 - toilet cleaning;
 - rubbish collection and / or and recycling;
 - cleaning of kitchens;
 - Replenishing stock in bathrooms and kitchen areas such as hand towel and toilet paper
 - cleaning of domestic residences;
 - telephone cleaning;
 - sanitisation cleaning and germ proofing;
 - table bussing
 - rearranging or reorganising furniture;
 - cleaning of glass, both internal and external;
 - dusting of all hard surfaces;
 - wiping or sweeping under and around seats and table tops
- Performing of all cleaning tasks to a high standard as directed by their supervisor and abiding by

Colour Coding and Cross Contamination systems.

- Following all other reasonable directives given by their supervisor.
- Working in a manner that does not disrupt the site's employees or clients.
- Completing all tasks outlined in the appropriate Work Schedule.
- Cooperating with management in the implementation and maintenance of Flourish Australia's health & safety policies and procedures.
- Identifying and recording any issues relating to the provision of service in the Communication Book.
- Making suggestions to improve workplace safety or cleaning operations to Flourish Australia management.
- Communicating on a daily basis with the Cleaning Supervisor to ensure that satisfactory services are being provided and to inform of any maintenance requirements on site.
- Providing assistance to Supported Employees in the work environment to ensure completion of contract work and related tasks.
- Providing on-the-job cleaning demonstrations to Supported Employees, as required.
- Being competent in the use of relevant machinery, equipment, tools and approved chemicals.

Performance Measures

- Ensure services are delivered in accordance with the cleaning contract.
- Ensure documentation is kept updated, which includes, (by way of example), communication books and timesheets.

Required Skills and Personal Attributes

- Work independently and as part of a team.
- Report all problems in a timely manner.
- Have good time management skills and be hands-on.
- Have good interpersonal and communication skills and be able to motivate and support lower classified team members
- Be non-judgmental, be fair, patient, have a willingness to listen, and display empathy.
- Be people focused and be able to work in partnership.
- Value diversity and be respectful at all times.
- Be committed to professional and ethical conduct.
- Be committed to the positive vocational outcomes of Supported Employees.

Key Selection Criteria

“Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate.”

Essential:

1. Relevant qualifications in cleaning (or willingness to obtain).
2. Have a demonstrated understanding of cleaning techniques and equipment in a commercial &/or domestic setting.
3. Well-developed verbal communication skills.
4. Able to work empathetically with people with a mental health issue or psychosocial disability.
5. Ability to work with common sense and proceed with minimal supervision.

Desirable:

1. A Current Australian Driver's Licence
2. Understanding of the challenges faced by people with a lived experience of mental health issues and how providing a recovery-oriented service is of benefit to people.

All appointments with Flourish Australia's Mental Health Services are subject to previous employment reference checks, Working With Children Check, satisfactory Australian residency status, National Criminal Record checks, and other background checks as required by different State legislation.

Agreement

I, _____, have read and understand the obligations of a General Hand - Cleaner with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia's policies and procedures.

General Hand - Cleaner

Name		
Signature		Date:

Nb: A signed copy of this position description must be returned to the People and Culture team.