

JOB DESCRIPTION

CLEANER / DOMESTIC ASSISTANT



Job Title:	Cleaner / Domestic Assistant
Classification:	Cleaning Services Award [MA000022]
Job Status:	Casual
Location:	Various client addresses in the Sunshine Coast and Gympie area Office location - unit 51, 15 Heathfield Road, Coolum Beach QLD 4573
Effective Date:	15/01/2024

Job Purpose

Our cleaners / domestic assistants will be from all areas of the Sunshine Coast and Gympie area. They will want to make a difference, be honest, reliable and trustworthy. We welcome people from all walks of life - those just starting out in the workforce, returning to work after some time off, or maybe just looking for a bit of extra work to help pay the bills.

The role is responsible for cleaning seniors' homes, be it a regular, spring, bond, ready for sale or settlement clean. You may also be asked to declutter, tidy and organise our clients' homes or help them with their move by sorting, packing, unpacking and putting away their personal belongings.

Business Context

Colomba® is an established business that relocates seniors, and helps clear out and clean their homes and those of deceased estates on the Sunshine Coast. Another part of our business is Cleaners for Seniors that focuses on providing essential domestic cleaning, decluttering and organising services. Our aim is to help our clients maintain and enhance their homes, their standard of living, whilst reducing health and safety risks.

We aim to support creative and flexible responses from every member of our workforce to benefit each and every person using our services, whilst looking after the environment by recycling, reusing and reducing waste where possible.

Our dedicated and friendly staff contribute to our success and are the most important part of our business. We collaborate with our team and work with them to ensure an enjoyable and rewarding experience. We encourage development in the workplace and value flexibility in our team.

Key Relationships

Internal

Direct reports:	Office Administrator
Other:	Managing Director

External

Customers/Clients:	Home care and NDIS providers, retirement villages, aged care facilities, solicitors, real estate agents, general public
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Suppliers:	Cleaning supply companies
Sub-contractors	Furniture and rubbish removalists, antique dealers, second hand dealers gardeners / yard maintenance, trades
Authorities:	My Aged Care, Aged Care Quality and Safety Commission, NDIS Safety Commission, Labour Hire Licencing, Q-Leave, Queensland Health

Key Responsibilities – include but not limited to

Business Alignment

- Understand and adhere to Colomba's structure, values and purpose and participate in opportunities for involvement in its further development.
- Maintain confidentiality in respect of staff and client records and all privileged information relating to the services of Colomba, its staff, clients, referral network, business stakeholders and sub-contractors.
- Promote and foster the Colomba reputation and standing within the community and with private, statutory, and voluntary sector agencies and organisations.
- Be sympathetic to and able to project the philosophy and concept of Colomba Property.

Work Health and Safety

- Take reasonable care for their own health and safety and also the health and safety of others
- Ensure Work Health and Safety guidelines are strictly adhered to including manual handling
- Participate in safety training
- Report health and safety hazards
- Report all injuries and incidents
- Use safety equipment and personal protective equipment as instructed
- Ensure the working environments continue to be a safe, secure, healthy, and a fulfilling place to work

Regular Domestic Clean

- Floors - sweep or vacuum plus mop
- Bathrooms - clean vanity/mirrors/showers/baths/toilets
- Dusting / polishing
- Making bed and / changing sheets
- General laundry - washing, hanging out, drying, folding, sorting
- Load and unload dishwasher
- Wash dirty dishes/ pots and pans
- Sort and dispose of out-of-date food in fridge / pantry

Spring, Ready for Sale, Settlement or Bond Clean

- Ceiling fans (requires use of a ladder)
- Windows - inside and outside (including lifting window out, cleaning and replacing)
- Light fittings
- Skirting boards
- Clean oven, grill, rangehood
- Wipe down benches/ splash back
- Empty kitchen cupboards - wipe down inside, outside, on top and reorganize contents
- Move furniture to clean underneath and behind, including fridge and washing machine
- Sweep carport, garage, outside

Declutter, Organise, Pack and Unpack

- Work with clients to ascertain what is to be kept and put items away neatly
- Pack items ready for donation, leave for pick up or delivery to op shop
- Rubbish to be put in bins onsite, left for collection or taken offsite, recycle where possible
- Advise office staff of items to be sold and assist client where instructed to do so
- Pack boxes of items to be kept for the client or family
- Assist clients with canceling services and changing address

Compliance Responsibilities

It is a condition of employment that all employees comply with all Colomba policies, procedures and guidelines including:

- Colomba Work Health Safety System and codes of conduct
- Maintaining safe working procedures and practices in accordance with the Work Health and Safety Act 2011 (Qld);
- Anti-Discrimination Act 1991;
- Human Rights Act 2019;
- Harassment and Bullying prevention policies and relevant legislation
- Privacy and confidentiality policies and legislation; and
- Industry codes.

Job Specification

Certificates, Registrations, Licenses & Memberships

Essential:	<ul style="list-style-type: none">● Current Queensland Drivers License● Safe, reliable and registered motor vehicle● Evidence of Covid-19 vaccination with at least 1 booster shot● Pre-employment satisfactory National criminal history check obtained within 3 months of employment● Evidence of eligibility to work in Australia, ie. Australian citizen or permanent residency● Smart phone● Ability to use email, text messages, apps● Excellent verbal and written communication skills
Desirable:	<ul style="list-style-type: none">● Valid Disability Worker Screening (Yellow Card) to work or volunteer with adults or children with disabilities.● Certificate of completed Quality and Safeguarding Training Module (NDIS Worker Orientation Completion Certificate).● Valid Working with Children (Blue Card)● Ability to clean, use ladders to reach ceiling fans, top of cupboards, etc● Ability to lift out windows

Our Values

Colomba has an ongoing commitment to its business values and expects all employees to demonstrate an attitude which embraces maintaining a good work ethic whilst being honest, caring, compassionate and respectful to others.

Acknowledgement

It is not the intention of this job description to be exhaustive or limit the scope or responsibilities of the job, but to highlight the most important aspects. It is essential that all employees are committed to their jobs and the success of the business and maintain a willingness to accept total flexibility in the job function and perform any other reasonable duties and responsibilities which may be assigned to the job from time to time. This includes temporary redeployment to other job if required, to meet business demands and customer service needs, and within your skills, qualifications and experience, undertake other responsibilities and perform other duties as necessary to meet business operating requirements.

The job description may change, and such change will only be made following consultation between the Managing Director and the employee.

I have read, understood and accept the job description and specification outlined above.