

POSITION DESCRIPTION



JOB TITLE: Housekeeper

REPORTING TO: Coordinator

DEPARTMENT: Barbara James House and Doctor Helen Phillipps Cottages

LOCATION: Darwin

THE ROLE: This role is responsible for providing high level housekeeping support for Barbara James House. This includes regularly maintaining individual rooms and common areas of the property and providing a linen service.

YWCA VISION: all women, young women and girls are safe and respected, with equal access to power, opportunity and resources.

YWCA PURPOSE: to be a strong, unified, national feminist organisation for women, young women and girls, working to achieve gender equality.

It is a requirement that the job holder fully complies with, promotes and lives

YWCA's Core Values:

FEMINISM

INCLUSION

EXCELLENCE

INNOVATION

INTEGRITY

KEY RESPONSIBILITIES

- Ensure own health and safety at work as well as that of others in the workplace that may be affected by your actions. This includes compliance with infection control policies and procedures in accordance with current infection control guidelines, Australian and New Zealand standards for maintaining infection control and the policy and procedures of the organisation.
- Communicate appropriately with staff, guests and visitors, and present a positive image of the service to the public. This includes showing respect for cultural diversity and differences at all times.
- Follow workplace instructions and guidelines and perform duties promptly and consistently.
- Provide a high standard of cleaning to support the guests accessing Barbara James House. This includes cleaning and maintaining surfaces, managing

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waste/recyclables and storing equipment and cleaning agents in accordance with manufacturer's instructions and organisation policy.

- Collect, receive and sort linen for laundering.
- Monitor stock levels of cleaning agents and equipment, and advise the Coordinator when additional supplies are needed.
- Report any maintenance requirements in accordance with organisational policies and procedures.
- Provide support to the housekeeping team at Dr Helen Phillips Cottages, as required.
- Undertake other tasks as assigned by the manager.

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

1. Ability to follow organisational policies and procedures, including but not limited to guidelines relating to infection control.
2. Proven experience managing time and workload effectively whilst also completing tasks on time and to a consistent standard.
3. Communicate appropriately with people accessing the services of the organisation and show respect for cultural diversity and differences at all times.
4. Work co-operatively with others as part of a team.
5. Undertake cleaning and laundering tasks safely to the required standard.
6. Hold and maintain a Criminal History Check and Working with Children (Ochre) Card.
7. Ability to work shift work including weekends and public holidays.
8. Strong supporter of Women's Rights and willing to push the boundaries.
9. Team player who is approachable with strong interpersonal and listening skills together with the ability to empower.
10. Results focused, self-motivated and a self-starter who goes above and beyond.
11. Doesn't settle, strives for continuous improvement and has a high level of integrity.

EMPLOYEE AGREEMENT

Name

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Date

Signature