



Position Description – Environmental Services Cleaner

Award or EBA:	HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN STAND-ALONE COMMUNITY HEALTH SERVICES (MULTI EMPLOYER) ENTERPRISE AGREEMENT 2022 – 2026)
Classification/Grade:	Cleaner
Directorate:	Finance & Infrastructure
Reports to:	Environmental Services Team Leader
Direct Reports:	Nil

Our vision is ensuring the health and wellbeing of our community. Our [values](#) are:



About Us

Over the past three years, DPV Health has embarked on an exciting cultural transformation called the DPV Health Way. This included a values refresh, with renewed focus on Our People, their contribution to our organisation and community and enforcing our commitment to excellent care, supporting every employee in leading a happy, balanced, fulfilling life; no matter who they are, where they are from — or where they are going. Our workplace culture is committed to DPV Health values and celebrates workforce diversity reinforcing the positive approach we have to the way people contribute, communicate, engage and interact.

Our People deserve to feel empowered and supported as they pursue their professional goals, learn new skills, and achieve meaningful milestones in their work. At DPV Health, we foster an environment that promotes greater growth, innovation, and collaboration, so you can feel elevated every day.

We invest in Our People, proudly offering a diverse range of opportunities including knowledge sharing, ongoing learning and development, leadership development, connectedness, and celebration; these are key pillars in our culture.

About the Role

This role provides critical support to the rest of the organisation by ensuring clinical and non-clinical areas are cleaned to a high standard minimising risk of illness or infection to staff, clients and visitors.

In your role, you will provide cleaning services across all DPV Health sites. The role will require you to perform cleaning tasks such as vacuuming, mopping, dusting, spot cleaning of walls and floors, cleaning of kitchens, toilets and replacing handwashing supplies, windows and glass cleaning, desks and surface cleaning, and the collection and removal of rubbish.

Areas to be cleaned will consist of but not limited to, dental surgeries, medical centres, clinical rooms including gym spaces and exercise rooms, offices and training rooms, reception and waiting areas.

You may also have an opportunity to provide services for our Home Care Packages team with residential cleaning during normal business hours.

Key deliverables for this role is to provide a high level of clean to properties operated by DPV Health, this will be achieved by ensuring all cleaning requirements are met each shift as outlined in each site's scope of works and the accompany checklist.

Roles Key Accountabilities

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Participate in regular supervision, annual work plans and annual performance reviews
- Actively participate in all required training, inductions and development
- Actively participate in and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

Health and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Demonstrate safe work behaviours and conducting work in accordance with our safety management system.

Risk Management and Compliance – Quality and Accreditation

- Ensure documentation supports both quality and department standards
- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of their care and services
- Identify risks as they emerge and proactively address new and known risks.
- Commitment to partnering with clients to facilitate effective engagement and participation.

This position description contains the key roles and responsibilities and associated performance indicators for this position. The above list is not intended to be complete. Other tasks may be assigned from time to time to meet the needs of the organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

DPV Health Requirements

- Current Victorian Drivers Licence
- Declaration of Recommended Immunisations (Category C)
- Valid Working with Children Check
- Travel between sites may be required
- Satisfactory Police Check & International Police Check
- Evidence of Covid-19 vaccination (or valid medical exemption)

Authority

The occupant of this position has authority as per the delegation manual.

Key Selection Criteria

Experience & Skills

- Provision of high standard cleaning services across all sites
- Systematic approach to cleaning with high attention to detail
- Previous experience in a healthcare or aged care setting would be advantageous
- Knowledge of cleaning products and safe handling, storage and disposal of chemicals
- Knowledge of infection control standards and the appropriate use of PPE
- Knowledge and understanding of OH&S regulations
- Flexibility in working hours as there may be times when early morning, afternoon or evening starts are required
- Have reliable transport to ensure punctuality

Communication and interpersonal approach

- High level of energy, initiative, sound judgement and a sense of urgency
- Good communication skills including an ability to work within an inter-professional framework and collegiate manner
- Clear written and verbal communication skills.

Quality, process improvement and innovation

- Uses initiative in identifying continuous quality improvement opportunities
- Knowing the most effective and efficient processes to get things done. Speaking up and making suggestions when things can be done better for the client
- Capacity to make decisions, find solutions and escalate when required
- Seek opportunities to improve processes adapting to a flexible and changing environment
- Commitment to maintaining a high standard and quality of work and ethics

Self-motivated

- Solution orientated and creative thinker
- Ability to work independently and meet agreed timelines
- Ability to work independently and respond to a changing work environment

Job Skill Analysis – Physical Requirements

Due to the nature of this role, a Jobs Skills Analysis is required.

Task: Domestic	Role: Cleaner	Site: All sites
Description: The following tasks are completed by cleaners on a regular basis but are not limited to • Vacuuming floors • Mopping floors • Cleaning toilets & replacing handwashing supplies • Cleaning glass, internal and external • Dusting and surface cleaning • Emptying bins/Clearing and Disposing of rubbish • Spot cleaning walls and floors • Cleaning kitchen areas • Cleaning office areas including desks and surrounding areas • General Cleaning		Overall Physical Demand Rating: Light, highly repetitive
		OH&S: To be trained in correct manual handling. Constant carrying a variety of cleaning equipment
Shift Times: Shift times and lengths will vary depending on the sites, roster requirements and organisational requirements.		PPE: Closed-in shoes (non-slip), gloves,
Physical Environment: Even indoor flooring. Minimal noise levels. Satisfactory ventilation, artificial and natural lighting. Some stairs may feature in work areas. Areas of practice may include: • Medical Centres • Dental clinical areas • Reception areas and waiting rooms • Clinical rooms • Office areas • Kitchens • Toilets and Bathrooms • Common areas (meal and recreation) • In-home and Residential sites		Client Base: Although majority of a work as a cleaner will be performed independently, interaction with DPV Health colleagues, site leaders and clients may occur depending on the site/s and roster times. Education: Nil formal qualification is required, however in house training in manual handling, safe work practices and infection control will be required Will be required to complete DPV Health Organisational Training including face to face induction program, role induction and training and ongoing online Learning Modules upon commencement and ongoing during employment
Task Rotation: Tasks are completed daily. The frequency and duration of task completed as documented in description.		

Physical Demands of Working Day (Percentage of actual time spent doing task) R = Rare (0-5%) F = Frequent (34-66%) O = Occasional (6-33%) C = Constant (67-100%)					
Factors	R	O	F	C	Comment
Standing & Walking				X	Eg. Walking between rooms in the facility
Sitting	X				Eg. Breaks only
Lifting <5kg				X	
Carrying			X		
Push/ Pull			X		Eg. Cleaning equipment, vacuuming and mopping
Climbing	X				Eg. Depending on facility (lifts or stairs)
Bending			X		Eg. All low areas cleaned: including bathrooms toilets, showers
Twisting			X		
Squatting			X		
Reaching			X		Eg. Dusting, Window Cleaning
Grip			X		
Fine Motor	X	X			

Employee Acknowledgement

I, _____, acknowledge I have read and understood this position descriptions and the requirements of my role.

Signature_____ **Date**_____