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| Position title: | Housekeeper | Reports to: | Team Leader, Hospitality |
| Program / Department: | Adventure Pathways | Primary work location/s: | Mylor/Wirraway Adventure Camps |
| Direct reports: | NIL | Key stakeholders: | Campers |
| Award: | FIA | Classification: | Grade 2 AP Remuneration Framework |

Who we are

Baptist Care SA provides out of home care, disability care, youth education and employment, homelessness, and therapeutic support services. Established in 1913 we have a dedicated staff and volunteers who work tirelessly to help South Australians achieve their full potential. Baptist Care SA is committed to working with the State’s most disadvantaged, championing local issues and connecting with people to provide transition pathways from adversity to opportunity.

Our values

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| <p>Integrity</p> <p>Ensuring personal and corporate transparency and the highest ethical standards.</p> | <p>Compassion</p> <p>Treating people and communities with empathy, dignity and fairness.</p> | <p>Empowerment</p> <p>Releasing individual strengths that promote personal and community transformation.</p> | <p>Innovation</p> <p>Fostering a culture of continuous improvement, staff engagement and improved client outcomes.</p> |
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About the role

The Housekeeper plays a key role in achieving Baptist Care SA, Adventure Pathways purpose of *Helping people to connect with themselves, others, God and the natural world through outdoor experiences.*

The Housekeeper is responsible for maintaining high standards of cleanliness, hygiene and appeal throughout Adventure Camp accommodation, buildings and surrounds.

The role requires a practical person with attention to detail who understands the importance of maintaining a spic and span campsite for guests. At its core, this position exists to help ensure that the Adventure Camp grounds and facilities are consistently presented to a high standard.

Role responsibilities

Housekeeping

- Work collaboratively with the Hospitality team in preparing the campsite to an exceptional standard for all client groups prior to arrival.
- Maintain working lists of upcoming camps and events to ensure that all required cleaning tasks are planned and completed.
- Maintain a high standard of cleanliness and hygiene across the entire campsite, buildings, and surrounds.
- Regular cleaning tasks include vacuuming, mopping, bathrooms, windows, laundry,
- Manage and maintain the backlog of cleaning tasks to ensure that high priority tasks are completed according to client needs.
- Ensure daily, weekly, and seasonal cleans are performed as per schedule.
- Remain flexible to fit the needs of operational requirements.

Communication

- Inform the Hospitality Team Leader of any major cleaning issues as soon as possible.
- Participate in weekly meetings to report on pending issues and keep an open line of communication with the extended team.
- Document all repairs and breakages, to be submitted weekly at Operations meeting.

Stock Management

- Ensure that sufficient stock is maintained for cleaning requirements.
- Ensure all housekeeping consumables are stored according to WHS regulations.
- Place orders through the appropriate channels in a timely manner.
- Ensure that orders remain within budget.
- Use campsite resources efficiently to reduce waste and maximise return on investment.

Team Responsibilities

- Work alone or as part of a team and support other campsite staff in their roles.
- Follow direction on a day-to-day basis, ensuring tasks are completed to a high standard and seeking support from the Hospitality Team Leader as required.

Quality and continuous improvement

- You will contribute to the ongoing review and evaluation of service delivery to ensure the continuous improvement of our services, enhancement of our client wellbeing, independence, and choice.
- You will comply with relevant legislation.
- You will contribute to the review and continuous improvement of our internal systems for quality assurance, reporting, and monitoring.
- You will ensure business and operational risks are identified and appropriately monitored and/or mitigated.

Work Health and Safety

Baptist Care SA is committed to the health, safety and wellbeing of our employees, volunteers, contractors, clients, and other people within our workplaces. As a Baptist Care SA team member, you must:

- Take reasonable care for your own and others' health and safety within the workplace.
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others.
- Cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace.
- Report all injuries, illness, near misses or hazards as per Baptist Care SA's policies and procedures; and
- Participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Know and apply Baptist Care SA policies and work directives

- You will align with the Baptist Care SA strategic intent and values, including the strategic plan.
- You will model and foster behaviours aligned with the Code of Conduct.
- You will work harmoniously with Baptist Care employees, volunteers, and other stakeholders.

About you

The qualifications you bring

- Certificate III in Cleaning Operations, Hospitality or equivalent

The experience you bring

- Minimum of 3 years' experience in a similar role.
- Familiar with general cleaning procedures and the use of associated equipment.
- Experience handling chemicals associated with commercial cleaning.
- Experience in a customer service environment preferred.

The competencies (knowledge, skills, and behaviours) you bring

- Working knowledge of safe work practices and risk management practices and standards
- Ability to work effectively to a schedule with energy and flexibility.
- Sound interpersonal and communication skills, including email.
- Proven ability to follow systems and processes.
- Ability to solve problems related to the role with support of the Hospitality Team Leader or Manager as required.
- Possesses a strong internal drive for maintaining a tidy and organised workspace, with a natural tendency to notice small details (such as dust and marks etc)
- Ability to work unsupervised and as part of a team.
- Some manual lifting required.
- Demonstrated alignment to the vision, mission, and values of Baptist Care SA

Other specific employment requirements

- A current and valid DHS: Child-Related Employment Screening/ WWCC
- A current and valid National Police Clearance
- Training – Child Safe Environments
- Training – Apply First Aid (min HLTAID012)
- Ability and willingness to travel within South Australia as required
- A valid full South Australian drivers' license (C Class)

Desirable Requirements

- Promote good relations and practices towards different minority groups that support equality, diversity and inclusion.
- Previous experience in a faith based, community services environment.
- Aboriginal and Torres Strait Islander peoples are encouraged to apply.

Your confirmation of acceptance:

By signing below, I accept that I have read and understood this position description and that I agree I am able to undertake all aspects of this role.

Employee signature: _____ Date: _____

Employee name: _____

Monitoring, evaluation, and review

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| Status: | Approved | Control: | People and Culture |
| Approved by: | P&C Business Partner | Version: | 2.0 |
| Effective date: | 1/11/2023 | Review date: | 1/11/2024 |