

## Position Description


<b>Position Title:</b>	Social Enterprise cleaner
<b>Team:</b>	UPC, Social Enterprises
<b>Employment Status:</b>	Casual
<b>Primary location</b>	Kensington & other locations

## About Unison

Unison is a not-for-profit organisation that works to reduce disadvantage and social exclusion by creating communities that thrive. We develop, own and manage social, transitional and affordable housing and provide commercial property management, owners corporation management, and cleaning and grounds services.

We believe that affordable housing is the foundation on which to build a life of value but that a good life takes more than just housing. A good life takes place in a community. Unison also assists over 3,500 people who are homeless or at risk of homelessness each year.

Unison is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of our clients and staff and engaging in a diverse workforce. Unison encourages individuals of diverse backgrounds, including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, and the LGBTIQ+ communities, to join our workforce.



**OUR VISION**  
Communities that thrive.

**OUR MISSION**  
Collaborate to create vibrant, sustainable communities that meet the needs of renters, owners and people who are homeless, by developing, managing and providing access to affordable housing.

## Our Values

We are committed to delivering high-quality services in line with our organisational values. These values are the principles that guide how we operate, how we provide services to our customers, how we treat each other within the organisation, and how we relate to the broader community.

As a values-based organisation, Unison seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others. It is an environment that requires all team members to maintain high work standards in line with our values.

At Unison we value:



## About Unison Property Corporation (UPC)

UPC is a multi-faceted Social Enterprise division of Unison. In-line with the values and mission of Unison, we believe that everyone deserves the opportunity to thrive.

We provide employment with on-the-job training, support and development opportunities for marginalized individuals to help alleviate financial, social and community disadvantage.

To achieve this, we provide a safe, secure, and structured workplace where individual's challenges are identified. We enable people to engage, or re-engage, in gainful, dignified employment. Our opportunities are provided through our Cleaning Services, Grounds and Landscaping, as well as our Owners Corporation team.

The aspirations of our employees to thrive through opportunity align with ours, as we know that when individuals thrive, communities thrive.

### Position Objectives

This role is responsible for delivering high quality cleaning services in-line with company standards, including quality and time frames to a diverse client base including social housing, private clients and mixed-use commercial and residential facilities.

### Key Accountabilities

#### Cleaning

- Ensure walls, windows, glass doors, skirting board, power points, stairwell rails and other relevant building structures are wiped and cleaned as required.

- Cleaning windows, doorknobs, taps, sinks, glass doors and cupboards.
- Cleaning and maintaining equipment.
- Interact with residents, contractors and team members in a friendly, respectful and positive manner.
- Empty waste bins or similar receptacles, transporting waste material to designated collection points, including hosing waste bins.
- Assist in maintaining par stock levels for all equipment and materials, including cleaning products, equipment by reporting shortages.
- Cobweb and mildew control, utilising extendable equipment as necessary.
- Disposal of rubbish and litter control including removal of material from drains and gutters between and/or surrounding buildings.
- Dusting including common areas surfaces, office furniture & equipment.
- Removal of graffiti.
- Sweeping, mopping and vacuuming.
- Check that door locks, gates, lights, dispensers and other items are operational and report any faults.
- Cleaning and sanitising toilet facilities, including restock hand towel, toilet tissue and soap dispensers as necessary.
- Work effectively unsupervised when required and exercise judgement in the planning of own work.
- Other duties as directed by SE Manager and SE Supervisor

### Personal Accountability

- Champion a culture that is respectful, non-judgemental and inclusive in line with Unison's Values, Code of Conduct, Policies and Procedures.
- Actively participate in activities and initiatives to promote and sustain a positive and collaborative workplace with colleagues and stakeholders.
- Participate in team meetings, Unison staff meetings and other meetings and forums as required.
- Participate in regular performance review and planning.
- Ensure regular reports relevant to the position are accurate and provided within specified formats and timelines.
- Comply with all legislation, regulations, standards and Unison policies and procedures relevant to the position.
- Other duties as directed by Unison.

### Key Selection Criteria

<b>Qualifications and experience</b>	<ul style="list-style-type: none"> <li>• Previous experience in relevant commercial or professional cleaning position.</li> <li>• An understanding of and demonstrated experience in OH&amp;S identification and safe working practices</li> </ul>
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	<ul style="list-style-type: none"> <li>• Ability to communicate with people across a broad range of backgrounds.</li> <li>• A proactive approach to problem-solving</li> <li>• Good time management and organisational skills</li> <li>• Experience in safe manual handling techniques and use of chemicals (preferred).</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Ability to carry out cleaning duties with limited supervision</li> <li>• Ability to show initiative, be a self-starter and enjoy imparting positive work practices and culture to a broad range of employees</li> <li>• A high level of energy and enthusiasm &amp; Positive team-working approach</li> </ul>
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• A current full Victorian driver's licence</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>• Comply with Unison's OHS policy and procedures and applicable legislation and promote a positive safety culture.</li> <li>• All employees must take reasonable care for the health and safety of themselves and others affected by their actions at work.</li> <li>• Regularly inspect your work environment and report any incidents, hazards or near misses that can cause harm or represent a threat to public safety to the relevant Manager or Supervisor.</li> <li>• Actively participate in hazard identification and elimination where practical.</li> </ul>
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• A current valid and full Victorian Driver's Licence is essential</li> <li>• This role is subject to a satisfactory National Police History check and Working with Children Check.</li> <li>• Applicants who have lived overseas for 12 months or longer during the past ten years must provide the results of an International Police Check.</li> <li>• All employees are required to provide evidence of 2 COVID-19 vaccinations</li> </ul>

## Organisational Relationships

<b>Accountable to</b>	Cleaning Supervisor, Social Enterprises, UPC
<b>Supervises (Day to Day Operations)</b>	NIL
<b>Internal relationships</b>	UPC Management Team, Unison Facility Advisor, Teams/individuals, Unison Assets team, other internal staff
<b>External relationships</b>	Owners and tenants at Unison properties, external contractors and other relevant networks

## Physical Inherent Requirements

Office duties	<ul style="list-style-type: none"> <li>NIL</li> </ul>
Physical demands	<ul style="list-style-type: none"> <li>Standing, and walking for extended periods of time</li> <li>Repetitive use of wrists and/or hands.</li> <li>Push / Pull force, Repeated wiping and cleaning surfaces (shoulder force)</li> </ul>
Driving	<ul style="list-style-type: none"> <li>Required to drive private or Unison owned vehicles.</li> </ul>
Work environment	<ul style="list-style-type: none"> <li>May be required to work from different sites, including offsite facilities.</li> <li>Exposure to varied weather conditions.</li> </ul>
Lifting and carrying	<ul style="list-style-type: none"> <li>Frequent lifting and carrying of items up to 10kgs.</li> </ul>
Bending and reaching	<ul style="list-style-type: none"> <li>Frequently required to bend and reach.</li> </ul>

## Position Description Review

Date Position Description Adopted:	May 2024
Position Description Review Date:	May 2026