

Position Description	
Position Title:	Social Enterprise Cleaner
Date PD Adopted:	December 2021
PD Review Date:	December 2022

About Unison

Unison provides a diverse range of housing services across Victoria and in Adelaide, including social housing, affordable housing, private rental, transitional housing and owner’s corporation 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.

We provide affordable housing, and work to reduce disadvantage and social exclusion for people who have previously been homeless, by helping to create communities around them. Unison also assists over 3000 people each year who are homeless or at risk of homelessness.

Vision

Communities that thrive.

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.

Organisational Values

Unison is a values-based organisation and 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 standards of work in line with our Values:

People

- We put the customer at the heart of what we do, we value each other and welcome diversity

Respect

- We are respectful of all and welcome open and honest discussion

Positivity

- We have a positive and dynamic approach to our work. We embrace change, learn from our mistakes and seek to find solutions

Accountability

- We do what we say we will do

Position Objective

- To ensure the Enterprise portfolio is well kept in a clean, and safe condition for all the users.
- To adhere to daily cleaning schedules, meeting customers' expectations.
- Compliance with OH&S procedures and policy.
- To promptly report any maintenance, defect and repair issues to the Social Enterprise supervisor.

Key Accountabilities

1. Ensure Unison Housing portfolio are serviced and cleaned with efficiency and in line with company standards, including quality and time frames.
2. Interact with residents, contractors and team members in a friendly, respectful and positive manner.
3. Attend team meetings where The Social Enterprise Manager will organise tasks, conduct mini training sessions and communicate information on special activities, and performance.
4. Assist in maintaining par stock levels for all equipment and materials, including cleaning products, equipment by reporting shortages.
5. Ensure walls, windows, skirting board, power points, stairwell rails and other relevant building structures are wiped and cleaned as required.
6. Check that door locks, gates, lights, dispensers and other items are operational and report any faults.
7. Maintaining our external areas and any other areas as per the designated scope of works. Including collecting and removing rubbish/debris (i.e.: cans, bottles, papers), cobwebs and maintaining outdoor furniture.
8. Carry out cleaning activities including, but not limited of, mopping, sweeping floors, waxing floors, degreasing of BBQs, Removal of graffiti, vacuuming, polishing, dusting, carpet cleaning, windows cleaning, office cleaning, hosing, disinfecting and waste removal.
9. Clean all toilets and restock hand towel, toilet tissue and soap dispensers as necessary.
10. Empty waste bins or similar receptacles, transporting waste material to designated collection points.
11. Work effectively unsupervised when required and exercise judgement in the planning of own work.
12. Complete projects as assigned by the Social Enterprise supervisor to ensure deadlines are met.
13. Perform all duties in a manner that ensure personal health and safety, and that of others in the workplace and the general public and ensure your actions do not endanger yourself or others.
14. Comply with Occupational Health & Safety and Work Safe standards, in particular wearing correct safety clothes and using appropriate safety equipment. (PPE – Personal protective Equipment).
15. Report all incidents, accidents, injuries, near misses and potential risks as soon as practicable to The Social Enterprise Supervisor.
16. Ensure the general condition of cleaning equipment is maintained to safe and reasonable condition.
17. Ensure that that all common areas, corridors and surrounding areas are kept clean and tidy at all times and well maintained.
18. Maintain high standard of personal hygiene and personal presentation when on duty.
19. Keep workspaces in a clean, safe and orderly condition.
20. Ensure that any defects in cleaning equipment are report immediately to the Social Enterprise Supervisor and a record of equipment repairs is kept.
21. Undertake other duties as directed by the Social Enterprise Supervisor that is within the limit of skill, competence and training

22. Always conduct yourself in a professional manner that reflects the company in a positive way and demonstrate Unison Values

23. This role description serves as a guideline for duties, which may change from time to time if requested by management.

Key Selection Criteria

<p>Qualifications & Experience</p>	<ul style="list-style-type: none"> • Minimum of 12 months commercial cleaning experience preferred, but not essential as training will be provided • Carpet cleaning and window cleaning experience an advantage but not essential • Driver licence
<p>Personal Qualities</p>	<ul style="list-style-type: none"> • Highly motivated and energetic team player with the ability to work unsupervised • Have a good work ethic • Highly developed attention to detail • Good communication and understanding of instructions. • Punctual and reliable
<p>Knowledge and skills</p>	<ul style="list-style-type: none"> • Knowledge of safe and competent operation of cleaning equipment and chemicals. • Knowledge of manual handling safe practices • Competent written and numerical skills satisfactory to complete daily work records. • Ability to resolve minor customer problems as encountered in the position of cleaner • Knowledge of General Infection Control Procedures
<p>Occupational Health and Safety</p>	<ul style="list-style-type: none"> • Ensure that Unison’s Occupational Health and Safety Policy and Procedures are continually observed and complied with. • Knowledge of hazard and incident reports. • Actively participate in hazard elimination where practical.
<p>Safety screening</p>	<ul style="list-style-type: none"> • This role is subject to a satisfactory National Police History check, Working with Children Check and confirmed COVID19 Vaccination. • Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check.

Physical Inherent Requirements

Office Duties

- NIL

Physical demands

- Standing, and walking for extended periods of time
- Repetitive use of wrists and/or hands.
- Verbal, auditory, and written capabilities to effectively communicate in an articulate manner
- Push / Pull force, Repeated wiping and cleaning surfaces (shoulder force)
- Sustained forward bending; Repetitive forward bend to vacuum and sweep

Driving

- Required to drive private or Unison owned vehicles.

Work Environment

- May be required to work from different sites, including offsite facilities.
- Exposure to varied weather conditions.
- Exposure to chemicals, fumes; loud noise from equipment operation, dust, dirt, oil/grease.

Lifting and Carrying

- Moderate Lifting, carrying, pushing, and pulling object(s) weighing from 5 to 10 kilos

Bending and Reaching

- Required frequently and constantly bend and reach.

Unison is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of both 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 LGBTI communities to join our workforce.

Organisational Relationships

Accountable to	<ul style="list-style-type: none"> • Social Enterprise Supervisor
Supervises (Day to Day Operations)	<ul style="list-style-type: none"> • NIL
Internal Liaisons	<ul style="list-style-type: none"> • Management, Unison Place Management, Unison Property Corporation, other internal staff, including Corporate Services.
External Liaisons	<ul style="list-style-type: none"> • Owners and tenants at Unison properties, external contractors and other relevant networks.

Signed and Dated: