



# POSITION DESCRIPTION

## Active Support Cleaners

**Division:** Cleaning Division

**Reporting to:** Cleaning Coordinator

**Employment:** Up to 38 hours per week -  
Flexible days and times

**Remuneration Package Range:** Classification  
will be dependent on qualification and  
experience.

### Primary Objectives

#### The Organisation:

Sunraysia Residential Services Inc. (SRS) is a not-for-profit community organisation providing aged care and disability support for over 40 years. Our core services are to provide supports in-home, assistance with accessing the community, capacity building day programs and providing award winning accommodation for a short or long-term basis.

#### The Role:

The role of the Active Support Cleaner is to provide home cleaning and home-based support services that contribute to a safe, hygienic, comfortable and respectful living environment for participants. Cleaning tasks are completed in accordance with participant preferences, support plans, roster notes, infection control requirements and SRS policies and procedures. Staff are also responsible for identifying and reporting any concerns that may affect a participant's health, safety, wellbeing or quality of care.

#### Position Purpose:

The purpose of this role is to maintain a high standard of hygiene and cleanliness in the homes where participants reside, ensuring a safe, healthy and comfortable living environment.

The role also involves providing social support through positive and respectful interactions, engaging participants in meaningful conversations, and showing a genuine interest in their individual goals, interests and life experiences.



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|  | By maintaining clean and safe home environments, promoting participant wellbeing, and communicating concerns effectively, Active Support Cleaners contribute to positive outcomes for the people supported by SRS. |
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| Key Selection Criteria | <ol style="list-style-type: none"><li>1. Demonstrated commitment to person-centred practice, with positive, contemporary attitudes towards people accessing our services.</li><li>2. Well-developed communication and interpersonal skills, with the ability to build positive relationships with participants, families, colleagues, and other stakeholders.</li><li>3. Ability to work independently, demonstrate initiative, and adapt to changing priorities by identifying and responding to tasks that require attention.</li><li>4. Demonstrated understanding of culturally safe and inclusive practices, including strategies to strengthen cultural competence and improve access and engagement for people from culturally and linguistically diverse (CALD) backgrounds, and Aboriginal and Torres Strait Islander peoples.</li><li>5. Knowledge of, or experience in, promoting community participation, social inclusion, and participant independence.</li><li>6. Experience working in a community-based environment, disability services, aged care, home care, or the broader community services sector.</li><li>7. Demonstrated commitment to upholding the rights, dignity, choice, privacy, and independence of people with disability, their families, and carers.</li><li>8. Ability to represent SRS professionally at all times and act as a positive role model by demonstrating integrity, accountability, and respect.</li><li>9. Flexibility to work a variety of shifts, including split shifts, short shifts, evenings, weekends and public holidays as required.</li></ol> |
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| Specific Accountabilitys | <b><u>Responsibilities</u></b><br>The successful applicant is responsible for completing rostered home cleaning duties in participant homes, in line with the participants agreed service, cleaning plan, roster notes and SRS procedures: |
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|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Examples of required cleaning in participant homes may include: |                                                                                                                                                                                                                                                             |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Area</b>                                                     | <b>Examples of required cleaning</b>                                                                                                                                                                                                                        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Kitchen</b>                                                  | Wiping benches, sinks, taps, splashbacks, stovetops and appliance exteriors; washing dishes where this is part of the agreed service; removing food scraps; emptying bins; cleaning spills; and ensuring food preparation surfaces are left clean and safe. |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Bathroom and toilet</b>                                      | Cleaning toilets, sinks, taps, showers, baths, mirrors and high-touch surfaces; removing visible soiling; mopping wet areas; replacing bin liners; and ensuring the area is hygienic, safe and respectful for the participant to use.                       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Floors</b>                                                   | Vacuuming, sweeping, mopping and spot cleaning floors where required. Staff must consider trip hazards, wet floor risks, mobility equipment, cords, mats and participant safety when completing floor cleaning.                                             |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Laundry and linen</b>                                        | Changing bed linen, placing laundry in the correct area, supporting agreed laundry tasks, managing soiled linen safely, and ensuring dirty or wet items are not left in a way that creates odour, infection risk or slip hazards.                           |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Living areas and bedrooms</b>                                | Dusting accessible surfaces, wiping high-touch areas, removing rubbish, tidying agreed areas, vacuuming or mopping floors, and maintaining a safe and comfortable environment in line with the participant's preferences and support plan.                  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>High-touch surfaces</b>                                      | Cleaning door handles, light switches, handrails, remote controls, phones, mobility equipment touch points, tap handles and other frequently touched areas, especially where there is increased infection risk or illness in the home.                      |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Waste and spills</b>                                         | Emptying bins, replacing liners, removing general waste as agreed, cleaning spills promptly, and reporting hazards such as sharps, bodily fluids, pests, strong odours, mould or unsafe waste to the Cleaning Coordinator.                                  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Participant-specific requirements</b>                        | Completing tasks listed in the participant's cleaning plan, roster notes or support plan, including any infection control, dignity, cultural, access, product preference, risk or environmental requirements.                                               |
| Use cleaning products safely and in accordance with product instructions, safety data sheets, infection prevention requirements and SRS procedures.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                 |                                                                                                                                                                                                                                                             |
| <p>Active Support Cleaners must only complete duties they are trained, competent and authorised to perform. Unless specifically trained, authorised and rostered to do so, this role does not include personal care, medication support, manual handling of participants, behaviour support interventions, financial transactions, transport of participants or clinical tasks.</p> <p><b><u>Social Support Responsibilities</u></b></p> <p>Social support during cleaning shifts is defined as listening and discussing issues of a general nature or news. Staff must maintain professional boundaries as outlined in the policy.</p> |                                                                 |                                                                                                                                                                                                                                                             |



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1. Build positive, respectful relationships with participants by engaging in meaningful conversation and showing genuine interest in their individual preferences, hobbies, culture, and life experiences.
2. Support participants to maintain independence by encouraging involvement in everyday home-based activities such as meal preparation, light household tasks, gardening, crafts, games, and other activities of interest.
3. Promote social inclusion and emotional wellbeing by providing companionship, reducing social isolation, and encouraging participation in activities that align with each participant's goals and support plan.
4. Assist participants to develop and maintain daily living skills by providing guidance, encouragement, and practical support while promoting choice, dignity, and independence.
5. Observe and report any changes in a participant's physical health, emotional wellbeing, behaviour, or home environment, and communicate concerns promptly in accordance with organisational policies and procedures.

## **Physical requirements**

This position requires the capacity to safely perform home cleaning tasks, which may involve light lifting, bending, kneeling, squatting, reaching, repetitive movement, prolonged standing, use of cleaning equipment, handling cleaning products and working around wet floors, household hazards and participant-specific environmental risks. Staff must use PPE and follow safe work procedures when required.

## **Occupational health and safety**

- Work in a safe manner and adhere to all safe working procedures and practices;
- Report all hazards, risks or occupational health and safety issues including general maintenance in and around the residence.
- Comply with all SRS policies and procedures.
- Report all workplace injuries or incidents via the incident reporting system within a reasonable and practicable timeframe;
- Not wilfully place at risk the health or safety of any person in the workplace.



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|                          | <p><b><u>Accountability and Limit of Authority</u></b></p> <p>Active Support Cleaners are accountable for completing rostered duties safely, respectfully and in line with participant requirements, SRS policies and procedures. Staff must maintain confidentiality, communicate professionally and escalate concerns that may affect a participant's safety, wellbeing or quality of support. Staff must not undertake tasks they are not trained, competent or authorised to perform, or any task that may place themselves, a participant or another person at risk.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Conditions of Employment | <p><b><u>Qualification/Experience</u></b></p> <ul style="list-style-type: none"><li>• Previous experience in domestic cleaning, home care, disability support, aged care, hospitality, or a related field is highly desirable. Applicants with transferable skills and relevant experience are encouraged to apply.</li><li>• Demonstrated customer service skills, with the ability to communicate professionally and build positive relationships with participants, families, and colleagues.</li></ul> <p><b><u>Employment Conditions</u></b></p> <p>The terms and conditions of employment at SRS are in accordance with the Employment Agreement and SRS policies and procedures.</p> <ul style="list-style-type: none"><li>• <b>Probationary Period</b> - All new appointments are subject to a six-month probationary period. During this time, employees will receive induction, training, supervision and feedback to support them to understand and meet the requirements of the role.</li><li>• <b>Victorian Working with Children Check</b> – All appointments are subject to a clear Working with Children Check. The appointee is required to provide details of the Working with Children Check to Human Resources.</li><li>• <b>NDIS Worker Screening Clearance</b> Current NDIS Worker Screening Clearance, linked to SRS, must be held and maintained for the duration of employment if engaged in a Risk Assessed Role.</li><li>• <b>Police Record Check</b> – ONLY if NDIS Worker Screening Check is not needed for the role.</li><li>• <b>Disqualified Carer Checks - Victoria Carer Register</b> (ONLY for staff who are supporting Children UNDER 18 YEARS funded through DFFH – Victoria),</li></ul> |



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- **Current Australian Driver's License,**
- **Two (2) Professional References,**
- **First Aid Certificate, where required,**
- **Occupational Health & Safety** – To adhere to SRS OH&S policies, procedures and guidelines at all times.
- **Smoke free environment** – All SRS sites/properties are a smoke free environment. If you smoke you must organise unpaid breaks and adhere to the SRS policy.
- **Qualifications** - The successful applicant will be required to substantiate formal qualifications.
- **Remuneration** - is according to an Individual Contract with Salary Packaging included.
- **Training** - All employees are required to undertake training as deemed by Managers that is appropriate to their position, responsibilities and needs,
- **Fundraising** – Fundraising is an integral function at SRS. All staff is required to assist and be actively involved in volunteer events and functions and lead by example at all times,
- **Hours and Place of Employment** – Hours and place of employment will vary according to participant needs, rostered cleaning services and operational requirements. Work may occur in participant homes, SRS properties and other approved service settings. Employees are required to work flexibly within their contracted hours and follow rostered duties, site requirements and participant-specific instructions.