

## Position Description

<b>Position Title</b>	Cleanable Team Leader
<b>Program</b>	Cleanable Property Maintenance Services
<b>Reports to</b>	Cleanable Supervisor
<b>Instrument / Award</b>	<input type="checkbox"/> Enterprise Agreement (EA) <input type="checkbox"/> Social, Community, Home Care & Disability Services Award <input type="checkbox"/> Health Professionals and Support Services Award <input checked="" type="checkbox"/> Cleaning Services Award <input type="checkbox"/> Clerks Private Sector Award <input type="checkbox"/> Common Law / Non-Award <input type="checkbox"/> Other
<b>Classification</b>	Level 2

### ABOUT US

Since 1986, Opendoor has been creating opportunities for individuals when they need it most. As a national community services not for profit, we provide services and programs that span employment, training, disability, youth, allied health and social enterprise that assist individuals to gain confidence, skills, and independence.

Each year, we improve the lives of thousands of individuals across Australia, offering practical solutions that empower them to build better futures. With a strong presence in Victoria and Queensland and a committed team, we work alongside individuals to understand their challenges and goals and provide the right resources at the right time.

**Our Vision:** Improving lives through dignity and choice.

**Our Mission:** Empowering people to achieve a meaningful role in society.

### VALUES

In carrying out our day-to-day work, Opendoor management and staff aspire to Opendoor's values:

- **Relationships** that embrace dignity, community and mutual respect.
- **Optimism** that is lived out in positive attitudes about people and expectations of success and growth.
- **Innovation** including creativity, responsiveness, risk taking and flexibility.
- **Diversity** that acknowledges differences and appreciates the diverse needs and skills of each person.
- **Advocacy** that makes us socially pro-active for the disadvantaged.
- **Staff** who are committed to the goals of the organisation and to their own development.



**ROLE PURPOSE**

The Cleanable Team Leader is responsible for supervising staff and managing day-to-day tasks within cleaning, litter collection, and property maintenance services. The role ensures contract schedules and outcomes are met, supports staff performance and development, and assists the Cleanable Supervisor and Cleanable Manager in maintaining strong customer relationships and a viable business operation.

**KEY RELATIONSHIPS**

**Internal**

- Cleanable Supervisor (direct manager)
- Cleanable Manager
- Social Enterprise Group Manager
- Supported employees (ADE clients)
- Other Opendoor staff and program teams

**External**

- Hume City Council (primary contract partner)
- Other local councils and property maintenance clients
- Community stakeholders
- Suppliers and contractors

**SCOPE**

Direct Reports	Indirect Reports	Budgeted Financial Responsibility	Delegated Financial Authority
Supported employees (ADE clients) and cleaning/property maintenance staff	Nil	Nil	Nil



<b>KEY RESPONSIBILITY AREAS</b>	
<b>Operations</b>	<ul style="list-style-type: none"> <li>▪ Deliver high-quality cleaning and property maintenance services in line with contract outcomes.</li> <li>▪ Ensure consistent application of standards and procedures across all sites.</li> <li>▪ Implement continual improvements to meet quality specifications and contractual obligations.</li> <li>▪ Conduct inspections and ensure work is completed to scope.</li> <li>▪ Report risks, issues, or performance problems to the Cleanable Supervisor or Manager.</li> </ul>
<b>People Supervision</b>	<ul style="list-style-type: none"> <li>▪ Provide leadership, coaching, and mentoring to team members.</li> <li>▪ Supervise, appraise, motivate, and train staff, including supported employees (ADE clients).</li> <li>▪ Ensure respectful communication and safe working practices are maintained.</li> <li>▪ Engage staff in planning, problem solving, and service review.</li> </ul>
<b>Information Management</b>	<ul style="list-style-type: none"> <li>▪ Maintain accurate service performance records.</li> <li>▪ Conduct stocktakes of equipment and materials as directed.</li> <li>▪ Maintain confidential employee and client records.</li> </ul>
<b>Relationships and Stakeholder Engagement</b>	<ul style="list-style-type: none"> <li>▪ Support strong working relationships with Hume City Council and other clients.</li> <li>▪ Communicate effectively with the Cleanable Supervisor, Cleanable Manager, and Social Enterprise Group Manager.</li> <li>▪ Collaborate with other Opendoor staff and programs.</li> <li>▪ Respond to client needs and service requests professionally and promptly.</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>▪ Monitors and ensures compliance with Opendoor’s policy and processes and facilitates education and awareness where needed.</li> <li>▪ Commit to providing professional and safe services to all clients, including children and young people.</li> <li>▪ Commit to creating an environment to ensure all clients are safe and free from abuse, neglect, violence, and preventable injury.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>▪ Work to continually improve Opendoor systems and processes to maximise employee efficiency, effectiveness, and productivity to deliver quality outcomes for consumers and participants.</li> <li>▪ Actively contribute to this process of continuous improvement by always seeking better ways to support and assist colleagues and Senior Leadership.</li> </ul>
<b>Work Health and Safety</b>	



At Opendoor, safety is essential to delivering high-quality, person-centred services. Every employee is responsible for promoting health, safety, and wellbeing of participants, colleagues, and visitors. All employees must:

- Take responsibility for their own safety and support the safety and dignity of others.
- Identify and report risks, hazards, and incidents properly.
- Comply with Opendoor OH&S [policy](#), [procedure](#) and safe work practices.
- Follow directions given by coordinators, site managers or any OH&S representatives.
- Contribute to a positive safety culture that supports safe, respectful, and high-quality service delivery.

## SUCCESS MEASURES

- Contract outcomes for cleaning and property maintenance services are consistently achieved.
- High levels of service quality and compliance with agreed standards.
- Positive client and stakeholder feedback, including from Hume City Council.
- Staff are supervised, supported, and engaged, with evidence of skill development.
- Accurate records and reports are maintained in line with organisational requirements.
- Safe work practices are consistently demonstrated and OH&S compliance maintained.

## SKILLS, QUALIFICATIONS, EXPERIENCE

### Essential

- Substantial experience in the cleaning or property maintenance industry.
- Proven ability to supervise and support staff, including those with barriers to employment.
- Excellent customer service focus and attention to detail.
- Ability to assess client needs and ensure services meet scope and standards.
- Strong interpersonal and communication skills.
- Computer literacy, including Microsoft Office suite.
- Current Working with Children Check (or ability to obtain).
- Satisfactory National Police Check (or ability to obtain).
- Current Victorian Driver's Licence.

### Desirable

- Experience in mentoring supported employees (ADE clients).
- Knowledge of quality systems and continuous improvement processes.
- Experience in contributing to service planning and innovation.



**COMPETENCIES AND CAPABILITIES**

<b>Leadership and People Development</b>	<ul style="list-style-type: none"> <li>▪ Ability to guide, coach, and support staff to achieve goals.</li> <li>▪ Promote teamwork and collaboration.</li> </ul>
<b>Service Delivery and Outcomes Focus</b>	<ul style="list-style-type: none"> <li>▪ Commitment to achieving high-quality service outcomes.</li> <li>▪ Capacity to manage competing priorities and meet deadlines.</li> </ul>
<b>Communication and Relationships</b>	<ul style="list-style-type: none"> <li>▪ Build and maintain positive relationships with internal and external stakeholders.</li> <li>▪ Demonstrate fairness, respect, and cultural sensitivity in all interactions.</li> </ul>
<b>Problem Solving and Initiative</b>	<ul style="list-style-type: none"> <li>▪ Respond effectively to challenges and changing circumstances.</li> <li>▪ Identify opportunities for improvement and innovation.</li> </ul>
<b>Compliance and Professionalism</b>	<ul style="list-style-type: none"> <li>▪ Uphold organisational values and policies.</li> <li>▪ Ensure compliance with legal, contractual, and safety requirements.</li> </ul>

**IMPORTANT NOTES**

- Employment is subject to satisfactory Working with Children Check, National Police Check, and reference checks.
- This position is funded through various contracts with government and local councils. Continuation depends on funding availability.
- Opendoor is an Equal Opportunity Employer and encourages applications from people with disability and diverse backgrounds.
- Employees must attend a two-day Staff Conference every two years, which includes one day on a weekend.

**NATIONAL STANDARDS FOR DISABILITY SERVICES**

Opendoor is an Australian Government funded disability service provider and is committed in everyday practice to meet the National Standards for Disability Services. These standards promote and drive a nationally consistent approach to improving the quality of services and focus on rights and outcomes for people with disability. The six (6) standards relate to rights; participation and inclusion; individual outcomes; feedback and complaints; service access; and service management.

Opendoor is also committed to following the Employment Services Code of Practice that set out the principles and standards for delivering employment services.

**WE ARE A CHILD SAFE ORGANISATION**

Opendoor is committed to creating and maintaining a child-safe organisation where children and young people are safe, feel safe, and their voices are heard. We have zero tolerance for child



abuse and neglect and are dedicated to upholding the rights, wellbeing, and cultural safety of all children and young people involved in our programs.

At Opendoor, keeping children safe is a core part of who we are. All employees must act in accordance with our Child Safety Code of Conduct and Child Safe Standards Policy; model respectful behaviours; and actively contribute to a culture where children are valued and protected.

Employment with Opendoor is subject to satisfactory background checks, including a Working with Children Check, National Police Check, NDIS Worker Screening Check (where applicable), and thorough reference checks.

## ACKNOWLEDGEMENT

This position description serves to illustrate the scope and responsibilities of the position and is not intended to be an exhaustive list of duties. As a growing organisation, you will be expected to perform other job-related tasks as requested by management and as necessitated by the development of this role and the organisation.

This position description is subject to review and may change in accordance with Opendoor's operational, service, consumer, and participant requirements.

### Acknowledgement

I ....., have read and understood the Position Description and agree to carry out my duties in accordance with the responsibilities outlined, and in alignment with OPENDOOR's values, policies and procedures.

I understand that this Position Description may be amended from time to time in consultation with me to reflect changes to the role or organisational priorities.

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

