

## Position Description

<b>Position Title</b>	Cleaner
<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 1

## 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 Cleaner supports the delivery of Opendoor's Cleanable Property Maintenance Services, providing high-quality litter collection and cleaning services under the council contract. The role involves hands-on delivery of services, adherence to work schedules, and ensuring a safe, clean, and professional service environment. The Cleaner works closely with the Cleanable Supervisor and Team Leader to ensure contract outcomes are achieved and customer satisfaction is maintained.*

## KEY RELATIONSHIPS

### Internal

- Cleanable Supervisor
- Cleanable Team Leader
- Social Enterprise Group Manager
- Cleanable Manager
- Other Opendoor staff and programs

### External

- Council representatives
- Community members and property maintenance clients
- Contractors and suppliers

## SCOPE

Direct Reports	Indirect Reports	Budgeted Financial Responsibility	Delegated Financial Authority
Nil	Nil	\$-	\$-

## KEY RESPONSIBILITY AREAS

<b>Operations</b>	<ul style="list-style-type: none"> <li>• Deliver high-quality, hands-on cleaning and litter collection services in accordance with contract requirements.</li> <li>• Follow daily work schedules and ensure all assigned areas are completed to standard.</li> <li>• Support the Cleanable Supervisor and Team Leader to ensure consistent service delivery and compliance with procedures.</li> <li>• Report service issues, maintenance needs, or risks promptly.</li> <li>• Adhere to OPENDOOR and Cleanable policies and quality management systems.</li> <li>• Participate in team meetings and organisational development activities.</li> </ul>
<b>People and Teamwork</b>	<ul style="list-style-type: none"> <li>• Maintain effective and respectful communication with colleagues.</li> <li>• Support inclusive workplace practices and contribute to a positive team environment.</li> <li>• Provide informal support to supported employees (ADE clients) when required.</li> </ul>
<b>Information Management</b>	<ul style="list-style-type: none"> <li>• Record service performance information accurately.</li> <li>• Maintain confidentiality and ensure data is updated in relevant systems.</li> <li>• Report incidents or hazards in a timely manner.</li> </ul>
<b>Relationships and Stakeholder Engagement</b>	<ul style="list-style-type: none"> <li>• Maintain positive and professional relationships with council representatives.</li> <li>• Communicate effectively with internal and external stakeholders.</li> <li>• Respond to client needs and service requests 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 litter collection services are achieved to the required standards.*
- *Work is completed accurately, safely, and within timeframes.*
- *Positive feedback from supervisors, clients, and team members.*
- *Compliance with Opendoor, Cleanable, and council quality standards.*
- *Demonstrated commitment to OH&S and safe work practices.*

## SKILLS, QUALIFICATIONS, EXPERIENCE

### Essential

- *Demonstrated experience in cleaning, waste management, or property maintenance.*
- *High attention to detail and commitment to quality service delivery.*
- *Strong customer service focus.*
- *Ability to follow instructions and complete tasks with minimal supervision.*
- *Understanding of and commitment to safe work practices.*
- *Good communication and interpersonal skills.*
- *Physically fit and able to perform manual handling duties.*
- *Current Victorian Driver's Licence.*
- *Current National Police Check (or ability to obtain).*
- *Working with Children Check (or ability to obtain).*

### Desirable

- *Experience working in social enterprise or community-based employment.*
- *Basic computer literacy and record-keeping skills.*
- *Experience supporting or working alongside supported employees (ADE clients).*



## COMPETENCIES AND CAPABILITIES

<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>Commitment to delivering consistent, high-quality cleaning and maintenance outcomes.</li> <li>Takes pride in work and attention to detail.</li> </ul>
<b>Teamwork and Communication</b>	<ul style="list-style-type: none"> <li>Works cooperatively within a team and communicates effectively.</li> <li>Demonstrates respect, reliability, and accountability.</li> </ul>
<b>Safety and Compliance</b>	<ul style="list-style-type: none"> <li>Adheres to all WHS policies and procedures.</li> <li>Maintains awareness of safety risks and contributes to risk reduction.</li> </ul>
<b>Self-Management</b>	<ul style="list-style-type: none"> <li>Punctual, dependable, and able to manage time effectively.</li> <li>Displays initiative and professionalism in daily work.</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>Identifies issues and reports them appropriately.</li> <li>Takes a proactive approach to improving service quality.</li> </ul>

## IMPORTANT NOTES

- Employment is subject to a satisfactory National Police Check and Working with Children Check.
- This position is funded through government and council contracts; continuation is subject to ongoing funding.
- Opendoor is an Equal Opportunity Employer and encourages applications from people with disability and diverse backgrounds.
- Opendoor respects the privacy of individuals and complies with Australian Privacy Principles.

## 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 sets 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:** \_\_\_\_\_

