

POSITION DESCRIPTION

1. POSITION TITLE Cleaning Supervisor	2. POSITION LOCATION Newcastle, Hunter, Manning regions	3. PERFORMANCE MANAGER Assistant Director
4. SERVICE AREA Social Enterprises	5. CLASSIFICATION Cleaning Services Award Level 3 (CSE 3)	6. POSITION STATUS Part-Time (45 hours per fortnight)
7. POSITION SUMMARY		
<p>CatholicCare Social Services Hunter-Manning provides a range of programs including Permanency Support, Mental Health, Clinical Services, Domestic Violence Support, AOD Programs, Early Intervention Child Protection, Family Preservation, NDIS Support, Refugee Programs, Homeless Food Services and Social Enterprises.</p> <p>CatholicCare's Social Enterprise Businesses include a commercial cleaning business that aims to assist vulnerable people to live, learn and earn by providing employment, on the job training and access to qualifications so our employees are empowered to find alternative employment in the marketplace or start their own small business.</p> <p>The Cleaning Supervisor will be hands on and lead a team of cleaners to ensure that cleaning services are delivered to the highest standards. The Cleaning Supervisor is responsible for quoting and scheduling of work and promoting the cleaning service within the Community to generate new business.</p> <p>There are great opportunities to grow the business with any profit generated used to fund CatholicCare's grassroots social justice programs such as our community kitchens that serve hot nutritious meals to vulnerable people in our local communities.</p>		
8. PERSONAL ATTRIBUTES / SELECTION CRITERIA		
<p><u>Essential</u></p> <ul style="list-style-type: none"> • A commitment to work within the Mission, Vision and Values of CatholicCare. • Minimum 2 years commercial cleaning experience. • Previous experience and or ability to lead and encourage team members to work effectively together. • Sound understanding of the pricing and quoting process for commercial cleaning. • Ability to provide verbal and written reports, as necessary to ensure our clients are receiving the best services and quality care. • Excellent work ethic and a desire to provide a high-quality commercial cleaning maintenance service. 		

- The patience and empathy to coach staff from refugee and asylum seeker backgrounds and young people who have been in care.
- Good time management and communication skills
- The ability to adhere to company WH&S policies ensuring a safe and productive workplace.

9. QUALIFICATIONS / LICENCES

- Certificate IV in Cleaning Management or willingness to attain
- Certificate III in Cleaning Operations (minimum) or equivalent experience
- Current NSW Driver's Licence

10. ORGANISATIONAL ENVIRONMENT

CatholicCare Social Services Hunter-Manning is a not-for-profit organisation and a mission and outreach agency of the Catholic Diocese of Maitland-Newcastle. Our services include a range of child and family services, youth services, disability, community services, refugee service, mental health and Permanency Support. All staff is required to work within the ethos of the Catholic Church.

11. MISSION – VISION – VALUES

Our Mission

*CatholicCare Hunter Manning listens and responds by working together with communities to **build a stronger, fairer and kinder society** that values children, young people, families and individuals. Through Christ's mission we seek to provide opportunities for people to 'have life and have it to the full'.*

Our Vision

For inclusive, just and strong communities. We nurture, respect and encourage strong relationships where the individuality and strengths of each person are respected, valued and celebrated.

Our Values

Innovation – we continually challenge ourselves to consider all creative options
Acknowledging – our feelings and actions; we acknowledge our circumstances and choose to respond respectfully; we take responsibility for our behaviour
Learning and improving – we all bring skills and practice knowledge that we share to achieve continuous improvement
Inspiring – we encourage each other to reach our full potential

12. PERFORMANCE

Key Performance Area	Key Tasks	Performance Indicators
Commercial Cleaning including leadership of the cleaning team.	<ul style="list-style-type: none"> • Leading a small team to complete commercial common area cleaning across multiple offices and sites including company vehicles. • Monitoring the performance of the team to ensure standards 	<ul style="list-style-type: none"> • The Team is lead, coached and mentored. • Clients are liaised with regularly. • General cleaning work – mopping, vacuuming,

	<p>are adhered to and addressing any areas of improvement.</p> <ul style="list-style-type: none"> • Regularly liaising with our clients and developing awareness of the service to generate new business. • General cleaning work – mopping, vacuuming, dusting, cobweb removal, rubbish collection etc. • Cleaning to COVID-19 standards as per the NSW Department Health guidelines. • Identify issues on site and report back to the client. • A range of other relevant maintenance works as required. • Quoting cleaning jobs and task. • Rostering of cleaners as per service agreements 	<p>dusting, cobweb removal, rubbish collection are completed.</p> <ul style="list-style-type: none"> • Cleaning to COVID-19 standards as per the NSW Department Health guidelines. • Issues on site are identified and reported back to the client. • Complete a range of other relevant maintenance works as required.
Training	<ul style="list-style-type: none"> • Participate in on-the-job training as required. • Train and develop the team to provide the services. 	<ul style="list-style-type: none"> • On-the-job training is completed as require. • Certificate in Cleaning Operations is attained by employees.
General	<ul style="list-style-type: none"> • Abide by all CatholicCare and Diocesan policies and procedures. • Mandatory reporting legislation and Diocesan Child Protection Policy and guidelines are adhered to. • Actively engage in professional supervision, individual work programming, performance planning and professional development opportunities. • Knowledge of, and promote, WHS best practice as per legislation, policies and procedures. • Other duties within the scope of the position that may be assigned from time to time. 	<ul style="list-style-type: none"> • All CatholicCare and Diocesan policies and procedures are followed. • Mandatory reporting legislation and Diocesan Child Protection Policy and guidelines are adhered to. • Professional supervision, individual work programming, performance planning and professional development opportunities are engaged in. • WHS best practice is adhered to

13. KEY RELATIONSHIPS & COMMUNICATION		
RELATIONSHIP	PURPOSE & FREQUENCY	
1. Assistant Director	Fortnightly for supervision and support	
2. Other cleaning staff	Daily for supervision and support	
3. HR Business Partner	As required	
4. Other programs within CatholicCare	As required for in the completion of key tasks.	
5. External Clients	Daily as per contract agreement to complete work	
14. SIGNIFICANT CHALLENGES		
What?	Why?	
Working in a team from various backgrounds	Issues arise on a day-to-day basis that can be distressing and also cause re-juggling of priorities – maintaining a calm and harmonious working environment is a priority.	
Working across the broader context of Catholic Care and Social Services within a Catholic Diocese	Awareness of wider social services community can be overlooked when working in an individual team – the successes of the Cleaning Social Enterprise is contingent on effective collaboration with external, as well as internal services of the Catholic Diocese.	
15. EMPLOYMENT CONDITIONS		
<p>All CatholicCare employees are required to participate in performance management, in accordance with our policies and procedures.</p> <p>In line with our values, all CatholicCare employees are offered appropriate education and development opportunities, some of which may require compulsory attendance.</p>		
16. LEGISLATION & CATHOLIC CARE POLICY		
<p>Occupants must:</p> <ul style="list-style-type: none">Abide by the laws of the Commonwealth of Australia and NSW and the policies of CatholicCare. Any criminal or civil action taken against the occupant must be reported immediately to the Director/HR Manager;		

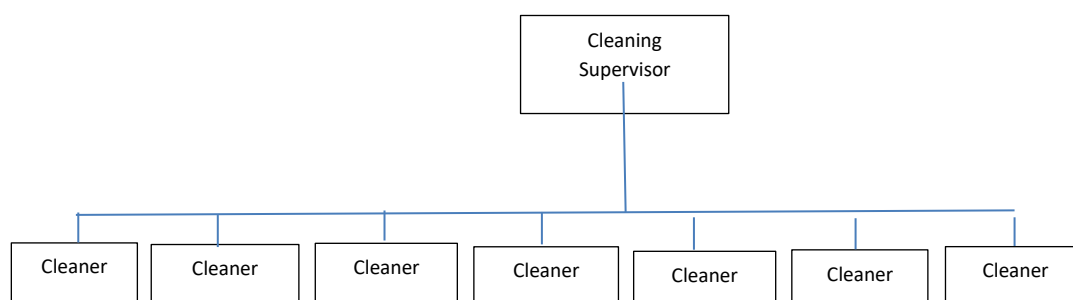
- Take reasonable action to familiarise himself / herself with CatholicCare policies and procedures, and compliance with WH&S laws and regulations;
- Not take advantage of their role in CatholicCare for personal gain;
- Take responsibility for their personal safety and the wellbeing of other employees, clients, contractors and other visitors to CatholicCare; and,
- Only make decisions within their delegated responsibilities.

17. EXPECTED EMPLOYEE BEHAVIOUR

Employees must:

- Display a commitment to the Mission, Vision & Values of CatholicCare.
- Display respect for themselves and their colleagues.
- Have a commitment to teamwork and contribute to the team and organisational performance by seeking ways to continually improve.
- Work with residents/People We Support in line with relevant legislation.
- Attend staff meetings and compulsory education when required.
- Maintain confidentiality and exercise discretion in relation to all CatholicCare matters and personal information concerning colleagues and residents / People We Support.

18. ORGANISATIONAL CHART



**Position Description
last reviewed:**

8 July 2021

Next review due:

8 July 2022

Employee Signature:		Date:	
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