

1. Position Identification

Title:	Night Caretaker – Broome	FHL Level:	2
Department:	Housing Services	Agreement/Award:	EBA
Reporting to: <i>(Position)</i>	Specialist Programs & Regional Housing Manager	Date last updated: By whom:	Aug 2022 People & Culture

2. Purpose of Position

The Night Caretaker is responsible for cleaning duties, reporting of maintenance needs and acting as contact person for after-hours emergency needs at our Frederick Street complex.

The position requires an understanding of the complex nature of the residents/tenants we assist and ability to provide fair and equal responses when dealing with emergencies.

3. Key Working Relationships

Internal: Manager/Team Leader Housing Coordinators	External: Residents/Tenants (Frederick St Complex) Emergency Services (Police, Fire & Ambulance Services) Property Services After Hours Tradespeople
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4. Accountabilities and Responsibilities

- Present positive and professional customer service at all times, being courteous and polite with any interaction with residents or visitors.
- Carry out regular walk rounds of the complex in the evening, including closure of communal laundry and kitchen.
- Handle disturbances from residents or their visitors, as per procedure.
- Contact emergency services when required.
- Report repairs and maintenance noticed during evening work hours to the Housing Coordinators.
- Reporting after hours emergency repairs, as per procedures.
- Prepare and deliver linen packs for new residents, as required.
- Monitor stock levels of linen and advise Housing Coordinators when stock is required.
- Ensure communal bins are placed at collection area 3 times per week and returned back to bin storage area.
- Monthly cleaning of bins, or as required.
- Basic clean of vacant rooms, including, vacuum, light mop, removing cobwebs and wiping bench tops, as requested by the Housing Coordinators.
- Daily cleaning of communal kitchen.
- Daily sweeping of front office verandah, cleaning of front table and removing general rubbish from garden beds.
- Weekly cleaning of laundry, including weekly empty hot wash on communal washing machines.
- Weekly clean of office and office fridge.
- Review supply of hand towels and hand wash in communal toilets and office toilet and ensure regularly stocked.
- Any other tasks including administration tasks, as requested by the Housing Coordinators or the Team Leader/Manager.

Job Description

5. Safety Awareness

Level 1 to 6

You will act in a manner that is consistent with FHL's duty of care requirements, including but not confined to;

- Take reasonable care to ensure your own safety & not risk others by any act or omission.
- Follow all safe work practices and procedures
- Use personal protective equipment as identified for individual tasks
- Take immediate action on any identified hazards
- Report any incidents or injuries to both manager and People & Culture

6. Culture and Values

Solution Focused

We work together to find solutions that benefit our people and customers

Caring

We care for others and display empathy, fairness and respect

Honest

We act with integrity and own our decisions

7. Work Related Requirements/Selection Criteria

Essential Criteria

- Knowledge of evacuation and first aid procedures.
- Experience in commercial or domestic cleaning.
- Strong organisational and prioritisation skills.
- Demonstrated understanding of substance abuse and mental health issues.
- Ability to communicate clearly and effectively with emergency services, residents, visitors and others.
- Demonstrated commitment to the principles of equity and cultural diversity.

Work Related Requirements

- Current First Aid Certificate.
- Current National Police Clearance.

Desirable Skills

- Background in security or night supervisory role.
- Basic knowledge of Work Health & Safety legislation, including ability to clearly write incident reports.
- Basic knowledge of maintenance and property management.
- Current WA Drivers Licence.

Job Description

8. Position Dimensions

Number of staff directly reporting to position	Nil
Work Locations	Broome

Employee Name: _____

Signature: _____ Date: _____