



POSITION DESCRIPTION

POSITION DETAILS

Local Title and Program Area	Housekeeper, MASP Supported Accommodation Facility Disability Support Services
Position Number	D 14
Classification, Time Fraction & Duration	
Responsible to	Program Manager, Disability Services
Qualifications	Qualifications relevant to disability support are advantageous but not mandatory
Location	1-3 Vidovic Ave, Mildura

ORGANISATIONAL CONTEXT

Mallee Accommodation and Support Program is a not-for-profit community-based organisation with a long history of service provision to the more disadvantaged and vulnerable members of our community.

The overall aim of MASP is to deliver a coordinated range of service responses, facilitating the most appropriate, timely and cost-effective support to those most in need of support.

The development and maintenance of effective coordinated linkages with a range of relevant community agencies complements the work of the agency by enhancing client outcomes.

Further details about MASP can be found on MASP's website www.masp.org.au.

PROGRAM OVERVIEW

The Vidovic Supported Accommodation model offers a community based group housing option for people with a disability who are in need of housing and support.

The model will accommodate up to 7 residents with mild physical and/or intellectual disabilities.

The house is designed to help people stay independent and active in their community, whilst providing some day to day living support, social interaction and monitoring of health and well-being.

The aim is to provide affordable, supportive accommodation for people who are in circumstances of social need and with limited assets and income.

The focus of the house is to maintain the independence of residents who are able to look after themselves but who do not wish to live on their own.

The house provides independent living for residents - it offers support not care.

Some residents will be isolated, lonely or frail. Others may be testing their independence and autonomy while others may need guidance and structure.

All will require a measure of support but value their own independence and wish to manage their own lives.

If there comes a time when a resident's health or developmental needs can no longer be met at the house and they require constant care and supervision, they will be assisted to find more alternative accommodation or seek assessment to move into a more appropriate environment where such services are provided.

The level of support provided allows residents to remain independent but it is not sufficient to encompass dementia, extreme behaviours or a high degree of frailty.

The house is staffed by a full-time (Monday to Friday), live-in housekeeper. This role may be filled by two housekeepers on a job share basis.

A relieving housekeeper is employed to carry out the housekeeper's tasks on weekends or when the housekeeper is on leave or is otherwise unavailable to carry out the duties required.

The house is a large, family style home which offers supportive group housing for up to ten with mild intellectual and/or physical disabilities.

Each client has sole use of a comfortable and private bedroom suite.

Common laundry, kitchen, dining and lounge room facilities are provided.

There are also 3 bathroom facilities which are also shared amongst the residents.

A self-contained housekeeper's unit is an integral part of the house.

The surrounding garden and undercover areas are available for residents' active and/or passive recreation.

Residents must furnish, clean and maintain their own private room and do their own laundry.

The resident's room is private and entry is only by the resident's invitation or permission.

Residents are generally people living on low incomes who would find it difficult to maintain their own independent accommodation without support.

The residents share the garden and the communal parts of the house and enjoy the mutual support and companionship that develops from living together.

Residents would be mostly single, however, married couples would also be considered.

The fortnightly rent is based on 70% of the basic disability pension.

The rent covers the majority of household expenses including meals, electricity, property maintenance, heating and cooling, rates and employment of the housekeeper and casuals.

Residents' tenure is protected by a formal Tenancy Agreement which includes terms and conditions of residence and sets out their rights and responsibilities.

Residents are encouraged to participate in house life and sometimes, if able, to assist with minor house-keeping chores.

Residents must abide by House rules centred on respect for other residents and the house.

All residents actively contribute and have a voice in matters relating to the day-to-day management of the house and are welcome to participate in a House Committee.

Any disputes which arise can be dealt with by the House Committee or, if needed, through a more formal dispute resolution process. The Housekeeper will be an active participant and an integral part of the House Committee.

Family and friends are welcome to visit, however, frequency and duration will be determined by the House Committee and MASP.

POSITION OVERVIEW

A live-in housekeeper will be employed by MASP to prepare a nutritious midday and evening meal (weekdays).

If residents are involved in day program activities or employment outside the House, a packed lunch will be provided upon request.

Breakfast provisions are provided on a self-serve basis.

The role attracts award salary in addition to a rent free, comfortable unfurnished, self-contained flat.

The housekeeper is provided with the sole use of a self-contained unit and is able to reside at the premises seven days per week.

Hours of active duty are Monday to Friday 11.30am to 1.30pm and 4.30pm to 7.30pm with some scope for flexibility.

Casual staff to be employed on weekends to prepare meals.

Both the housekeeper and casual staff will be employed under the Social, Community, Home Care and Disability Services (SCHCADS) Industry Award 2010.

The role of housekeeper is to keep the common areas of the house clean, neat and tidy, do the shopping for the house and cook healthy meals, organise the residents' meetings, respond to appropriate needs and monitor the residents' physical and mental well-being.

The housekeeper does not provide personal care for residents.

From time to time, the Housekeeper will be expected to resolve minor household disputes and problems.

The housekeeper is expected to refer major issues to their direct Supervisor.

The major challenges of this position will be:

- to ensure that the residents have access to the domestic support they require without encouraging dependence, and
- to work appropriately with various individuals and groups including MASP management, the residents, their family and friends and neighbours.

POSITION DUTIES

1. Prepare the two main meals of the day, taking into consideration the particular likes and dislikes of the residents as far as possible;
2. Plan and deliver well balanced meals and shop within the household budget;
3. Keep the household accounts and necessary records;
4. Clean and tidy the common areas of the house (including the kitchen and bathrooms) to the standards expected;
5. Be on call at night in the event of a major emergency, such as a fire and responding to a major emergency situation that may arise at the house;
6. Be present in the accommodation facility for a reasonable period during the periods rostered on;
7. Assist the residents to make the house a pleasant and friendly place in which to live;
8. Other duties which MASP or the residents may from time to time request as long as these can reasonably be performed within the housekeeper's normal working hours.

SKILLS AND COMPETENCIES REQUIRED

Personal Attributes

- Honesty
- Ethical practice
- A positive attitude
- Determination
- Self discipline
- Resilience
- Client focus
- Flexibility
- Cultural sensitivity
- Collaboration
- Supportiveness

Capabilities

Professionalism

- **Time management** – demonstrates punctuality and meets agreed schedules and timelines
- **Ethics** – observes Code of Conduct, behaves ethically and seeks assistance with ethical dilemmas
- **Taking responsibility** – takes responsibility for work outcomes and enacts authority as defined in role statement
- **Problem solving** – demonstrates common sense and uses established strategies to solve routine problems
- **Initiative and enterprise** – contributes to ideas for improved ways of working

Communication

- **Advocacy** – actively listens to colleagues and clients and passes on relevant information accurately and appropriately
- **Verbal communication** – speaks politely and explains issues and information clearly to clients and colleagues
- **Interpersonal skills** – demonstrates active listening and asks appropriate questions when dealing with clients and colleagues

Leadership & Teamwork

- **Conflict management** – considers the views of others and aims for group cohesion

Resources, assets and sustainability

- **Procurement** – makes low cost purchases and achieves value for money

Service Delivery

- **Knowledge of client issues** – maintains awareness of client needs
- **Client outcomes** – supports clients to achieve their goals or aspirations through provision of quality service
- **Diversity** – demonstrates sensitivity and respect for diversity and differences in colleagues and clients
- **Client confidentiality and dignity** – respects client and team member confidentiality

Governance and compliance

- **Risk management** – ensures that risks are identified and reported in own work context
- **OHS** – ensures safety of self and others in work environment

TERMS AND CONDITIONS

Salary & Conditions

In accordance with the Mallee Accommodation & Support Program LTD. Enterprise Agreement 2016. Salary packaging arrangements available.

Probation Period

On commencement, an initial six-month probationary period.

Police Check & Working with Children Check

Completion of a satisfactory Police Records check and Working with Children Check prior to employment. It is the responsibility of the individual to keep their WWCC current.

Driver Licence

Appointee must possess and retain a current Victorian driver licence

Performance Appraisal

To be carried out by the supervisor within six months of commencement and thereafter once every twelve months.

Responsibility and Continuous Improvement

Appraisal will be made in regard to this Position Description.

Take responsibility to become aware of and comply with all relevant MASP policy and procedure instructions. Of particular relevance are those dealing with the MASP Code of Conduct, the Workplace Equal Opportunity Policy and requirements for staff to be aware of requirements to develop cultural competence skills.

Participate in regular supervision and in staff meetings in the interests of maintaining effectiveness and team spirit.

Maintain a commitment to quality outcomes and ways of improving service delivery to clients. Demonstrate a commitment to strive to perform within an optimum continuous improvement framework.

Training & Development

Be prepared to participate in ongoing staff development, attending relevant forums and training as delegated.

Occupational Health & Safety Responsibilities

Ensure that work is carried out in accordance with MASP OH&S requirements and standards in order to prevent work related injuries and illnesses.

Work in a manner which does not willfully or negligently place at risk the health or safety of any person including self.

Comply with all reasonable instructions and procedures and report any potential situation which the employee feels may constitute a hazard to the health and safety of self, other employees, clients or visitors to the agency.

Immediately report any workplace incident, accident or other occurrence which has happened and complete the necessary incident reporting documentation.

Privacy & Confidentiality

Work within the guidelines of MASP's Privacy and Confidentiality policy.

KEY SELECTION CRITERIA

Key selection criteria when considering appropriate personnel would be:

- 1) Demonstrated experience in planning, preparing and cooking varied and nutritious meals and in taking individual likes and dislikes into account;
- 2) Well-developed organisation and budgeting skills including the ability to keep household accounts and other records in order;
- 3) Demonstrated skills in maintaining the cleanliness and tidiness of the shared areas of the house;
- 4) Demonstrated ability to work co-operatively with people with mild disabilities, with MASP management and with individuals and groups in the wider community;
- 5) Experience of working with adults with mild disability who have a level of independence to manage their own daily routine and an ability to resolve minor disputes;
- 6) Demonstrated understanding of the concepts of "maximising the independence" and "realising the potential" of the residents;

- 7) Proven ability to identify issues and problems as they emerge and to refer them promptly to the appropriate person for action;
- 8) Capacity to act decisively, reliably and with common sense in an emergency;
- 9) A First Aid certificate is required;
- 10) Satisfactory criminal records check prior to commencing.

APPLICATIONS

Applications **must** address the Key Selection Criteria and be emailed by the due date, addressed to:

Nathan Jilbert
Human Resource Manager
careers@masp.org.au

Prior to submitting their application, applicants are strongly encouraged to discuss the position with the MASP contact as advertised on the employment page at www.masp.org.au.