



Queensland Police - Citizens Youth Welfare Association

A.B.N. 58 009 666 193

Telephone: (07) 3909 9555

Facsimile: (07) 3909 5333

POSITION DESCRIPTION

Overview of Police Citizens Youth Clubs Network

The Queensland Police-Citizens Youth Welfare Association (QPCYWA) is a community-based organisation concerned with the development of youth through the provision of sporting and recreational activities. The QPCYWA has established forty-seven (47) Police-Citizens Youth Clubs (PCYCs) throughout the State and now has an active membership in excess of seventy thousand [70,000] members state-wide. As a registered, not-for-profit, charitable organisation, the QPCYWA relies upon income from activity attendances, fund raising, community support, grants and subsidies in order to operate. Its affiliation with the Queensland Police Service provides a unique link between Queensland Police and our supporting communities.

Police Citizens Youth Clubs (PCYCs) deliver youth sport and recreation activities and support the welfare needs of youths and their communities. We have the valued support of many local and state-based business organisations and work in close cooperation with Local, State and Federal Government community development -oriented agencies.

PCYCs – Enhancing Queensland Communities Through Youth Development

POSITION OBJECTIVE

CLEANER

Position Objective: The primary responsibility of the cleaner is to ensure all Branch needs are met in terms of daily and scheduled cleaning, facility and equipment maintenance and grounds maintenance.

While representative of the duties and responsibilities of the role, this Position Description does not imply that these are the only duties to be performed. The employee may be required to follow any other lawful instructions and to perform any other duties reasonably requested and within the assessed skills of the employee.

Work Skills Required: Cleaning, facility and equipment maintenance, ground maintenance

Position Title: <p style="text-align: center;">Cleaner (Fixed Term – 12 months)</p>	Unit / Branch / Division: <p style="text-align: center;">Cooktown PCYC</p>	Type of Employment: <p style="text-align: center;">Part-Time, Fixed Term (12 months)</p> <p style="text-align: center;">20 hours per week to be worked Monday - Friday with some weekend work.</p>	Remuneration Package Details: <p style="text-align: center;">\$20.00 gross</p> <p style="text-align: center;"><i>Plus</i> applicable Cleaning Allowance</p> <p style="text-align: center;">Salary packaging upon satisfactory work performance</p>	Roles Reporting To This One: <p style="text-align: center;">Nil¹</p>
---	--	--	--	---

¹ May supervise voluntary staff, as required.

Key Accountabilities		
Critical Success Factors	Major Activities	Performance Result
Job Competency	<ul style="list-style-type: none"> ▪ Check and order sufficient Branch supplies for day to day need e.g. toiletries and chemicals and purchasing of these where necessary and authorised. ▪ Ensure all aspects of Branch facilities, fixtures, fittings, equipment, grounds and vehicles are cleaned, maintained regularly or repaired and as and when may be required by any cleaning schedule implemented, prior as approval by the Branch Manager. ▪ Ensure that the relevant legislative provisions applying to the operation of the Branch are complied with in the areas, and in all work performed, under the control of this position. ▪ Perform, arrange or organise such work as may be required for the improvement of Branch facilities and/or grounds ie. landscaping, painting as pre-approved by the Branch Manager. ▪ Perform such equipment/apparatus/resource set-up, pull-down and adjustment as may be required to assist in the operation of the Branch's activities and functions. ▪ Perform general supervision of activities or functions being conducted at the Branch when required by the Branch Manager ▪ Perform driving duties in Branch vehicles as may be required by the Branch Manager including but not restricted to: Banking, posting, general errands, activity pick-ups, drop-offs and outings. ▪ Perform regular checking of the Branch and its equipment to complete risk management checks and deal with defective/faulty items identified per relevant policy/procedures ▪ Receive Branch deliveries ▪ Assist to liaise with tradespeople and others as may be required for the purpose of branch quotes, repairs and improvements 	<ul style="list-style-type: none"> ▪ Ensure adequate supplies of cleaning stock and equipment are on hand at all times ▪ Identify areas requiring cleaning and/or maintenance and respond promptly ▪ Plan and conduct an annual program of building cleaning with prior approval of the Branch Manager. ▪ Effective high standards of cleaning practice, utilising appropriate chemicals and cleaning equipment ▪ Knowledge of and ability to comply with legislation and procedures including, Workplace Health and Safety, in the performance of duties ▪ Demonstrated effective self ▪ Ability to flexibly plan, organise and coordinate work tasks ▪ Feedback received from patrons/customer/colleagues ▪ Enquiry turn around time ▪ Evidence of use of Association policies, procedures and templates
Customer Service & Client Management	<ul style="list-style-type: none"> ▪ Maintain good working relationships with staff, patrons, customers, Company and community representatives ▪ Respond to enquiries from Branch and Company staff, Branch members, community representatives and visitors in an effective and timely manner ▪ Provision of competent and confidential administrative support to the Branch Manager and Management Committee. 	<ul style="list-style-type: none"> ▪ Customer satisfaction with services provided ▪ Feedback received from clients/ customers ▪ Responses to client enquiries within 24 hours, or, if a complex matter, clients are advised of estimated response time ▪ Maintenance of privacy and confidentiality of commercial, personal and operational information

Teamwork	<ul style="list-style-type: none"> ▪ Guide and support other Branch staff to deliver approved services and activities ▪ Information to facilitate informed decision-making is prepared and shared with Manager and other staff as required ▪ Model Code of Conduct behaviours by working cooperatively and effectively with colleagues ▪ Effectively supervise staff and volunteers ▪ Contribute to continuous improvement in Branch operations and customer services ▪ Other suitable duties as may be directed from time to time 	<ul style="list-style-type: none"> ▪ Feedback from colleagues ▪ Support the Branch Manager and other supervisors by sharing information in a timely and appropriate manner ▪ Contribute positively to team and workplace effectiveness and harmony ▪ Staff performance and feedback ▪ Evidence of improvement from lessons learnt
Safe System of Work	<ul style="list-style-type: none"> ▪ Understands and complies with PCYC Workplace Health and Safety policies and procedures ▪ Works in a safe manner and in compliance with approved, safe work practices ▪ Implements and maintains safe work systems and workplace environment ▪ Accepts personal responsibility for maintaining a safe workplace and work practices 	<ul style="list-style-type: none"> ▪ Work is performed safely ▪ Identifies hazards within the workplace ▪ Actively participates in health and safety discussions at staff meetings ▪ Reports workplace occurrences, injuries and/or illnesses as required ▪ Proactively resolves workplace health and safety issues
Challenges: <ul style="list-style-type: none"> ▪ Need to multi-task, in a busy and demanding work environment ▪ Need to ensure accuracy in work performed ▪ Compliance with Association and Branch policies and practices 		Key Communications / Interactions: Internal <ul style="list-style-type: none"> ▪ Immediately respond to customers' needs and concerns to ensure quality of service meets agreed standards External, as required: <ul style="list-style-type: none"> ▪ Nil
Key Selection Criteria MANDATORY <ol style="list-style-type: none"> 1. Eligibility for a Commission's Children Suitability Notice/Blue Card² and satisfactory DSQ criminal history check HIGHLY DESIRABLE <ol style="list-style-type: none"> 2. Previous experience in the use of contemporary cleaning practices, cleaning agents and equipment in a commercial environment 3. Demonstrated understanding of contemporary Workplace Health and Safety practices and the ability to implement risk management policies and procedures in a sport and/or recreational setting. 4. First Aid Level 1 and/or CPR 5. Demonstrated self-starter, with the ability to work autonomously, self-organise and prioritise tasks to achieve results 6. Good written and oral communication skills 		

The terms and conditions of this position are regulated by the <i>QPCYWA Collective Agreement 2009-2014</i>	HR Review / Approval Date: February 2012
---	--

²Obtainable by applying to Queensland Commission for Young Children, see <http://www.ccyocq.qld.gov.au/employment/>