

JOB DESCRIPTION



We believe in young people.

1. TITLE OF POSITION: Concierge
2. CLASSIFICATION LEVEL: Level 1
Social, Community, Home Care and Disability Services Award
3. SECTION / PROGRAM: St John's Youth Services

This is a position that provides a unique opportunity to participate in St John's Youth Services across our three service delivery sites.

1. **youth110** is located within the UNO community in the CBD, providing independent apartments to young people aged 16 to 21 who are in crisis and experiencing homelessness on a short-term basis.
2. **Foyer Port Adelaide** is SA's first Foyer and provides independent accommodation for 23 young people who want to re-engage with education or seek training or employment. Located in Port Adelaide, the young people are tenants of Housing SA while SJYS provides on-site support services.
3. **say.kitchen** is an exciting new initiative of SJYS located in the CBD. Comprised of a training café,, service centre, gallery and youth hub, [say.kitchen](#) opens a whole new world of possibilities for young people in SA.

Each of these locations requires working collaboratively within the SJYS team and with partner organisations, both NGO's and Government, to provide a respectful and inclusive environment for all people using the facilities, including young people, workers, visitors and the public.

4. POSITION OBJECTIVES:

(a) Objectives of position

Concierges within St John's Youth Services (SJYS) work in a variety of environments and perform a range of cleaning tasks to ensure a well presented, hygienic and safe environment for all people working, residing and visiting our facilities. Due to the difference in the buildings - the purpose and the features may include, room setups, furniture heights and equipment - the physical demands of the position may vary slightly depending upon the building you are working in. The Concierge promotes sanitary conditions which prevent the spread of infection and odours, setting standards, and role modelling expectations of cleanliness to young people

(b) Within Services

Contribute to the wellbeing of people by providing a clean and friendly facility:

- To promote the philosophy of privacy, dignity, independence, choice, rights and fulfillment for all guests, treating everyone with respect
- Keeping all areas of each facility, including all toilets, common areas, meeting rooms and shared kitchen spaces, clean and tidy.
- Ensuring that all cleaning equipment/materials are maintained in a safe, clean and efficient working condition
- Youth110: Preparing apartments to a high standard for young people on their entry to youth110
- Say.kitchen will involve setting up for events and meetings for customer hire

5. REQUIREMENTS FOR THE JOB:

(a) *Skills required:*

Ability to be able to stand, stoop and bend; regularly must move at least 10kg without assistance, is regularly required to communicate, sit, use hands to handle or feel objects, tools or controls and reach with hands and arms.

Specific vision abilities required for this job include close vision, depth perception and the ability to adjust focus.

Ability to communicate effectively, verbally and in writing

Ability to work within a Team environment

Ability to assist Concierge's with organising workload and tasks, providing on the job training

Ability to manage and plan own workload and tasks.

Interpersonal skills

Capacity to interact positively with people from all walks of life, including young people, people of diverse backgrounds, workers and the public.

(b) *Knowledge required:*

Knowledge of safe operating procedures in relation to the industry

Knowledge of cultural appropriateness in communicating with people from diverse backgrounds

An understanding of the key issues pertaining to disadvantage and homelessness

Knowledge of the Children's Protection Act 1993

Knowledge of customer needs in hospitality and venue premises

(c) *Experience and/or qualifications and/or training:*

Required:

- Senior First Aid Certificate
- Driver's License
- A Current DHS Working with Children Check and Vulnerable Persons Screening
- Satisfactory completion of the statutory psychological suitability assessment (PSA). For further information visit www.psychcheck.com.au/services/psychological-suitability-screening.

Desirable:

- Experience in cleaning large buildings, including domestic and public spaces.

6. RESPONSIBILITIES AND DUTIES

6.1 Service Delivery:

Recognize and maintain the rights of young people and customers by:

- Ensuring the provision of, and access to services free from discrimination

- Providing an unbiased consideration of young people's opinions and wishes and protection from physical and emotional harm and exploitation
- Demonstrating respect and understanding regarding cultural, religious and sexual characteristics

Maintain all facilities at a standard that ensures the spaces are clean and welcoming by:

- Ensuring that our facilities always present the highest quality standards of cleanliness and professionalism
- Ensuring that all young people, visitors and customers, can enjoy a friendly environment that is prepared and ready to meet their individual and collective expectations

6.2 Cleaning duties:

- Operate mechanised cleaning equipment, such as vacuums, polishers, buffers, etc.
- Maintain facility in a sanitary and infection-free condition through washing, cleaning and replacement of equipment and furnishings.
- Requires working in damp, dusty and dirty areas. Must clean up human waste and other body fluids, as required.
- Responsible for disposal of rubbish, waste, and other disposable materials in a manner that respects the environment.
- Must handle various cleaning solvents, chemicals, and comply with all WHS Legislation, Regulations and Codes of Practice
- Damp dust furniture, light fixtures, windowsills, etc.
- Empty bins daily.
- Damp mop all corridor floors, lobby, worker areas and others as directed.
- Clean employee and public bathroom areas including wash basins, mirrors, toilets and showers daily. Ensure toilet paper, paper towels and handwash dispensers are
- Check all vacant apartments daily to keep fresh.
- Clean all air vents as scheduled
- Report any needed repairs immediately to supervisor (such as leaky taps or toilets, loose tile, broken windowpanes, missing nuts or screws, beds needing repair, etc.).
- Wash windows as scheduled.
- Check entire area for spills, water, etc. periodically
- Use safety precautions in all duties

6.2 Professional:

Participate in the maintenance and the development of St John's Youth Services objectives by:

- Actively participating in regular staff meetings
- Providing verbal and written reports when requested

- Contributing to the evaluation and assessment of work processes
- Participating in those activities which aim to enhance team cohesion
- Participate in supervision and undertake relevant staff training and development courses.

6.3 Administration:

Responsible for day-to-day recording of relevant activities by:

- Recording incidents
- Participating in the recording of data

7. ORGANISATIONAL RELATIONSHIPS

Responsible, and reports directly to, the on-site manager, and is accountable to the General Manger (GM)

8. EXTENT OF AUTHORITY

Able to purchase goods within the procedures for the sites as authorised by the GM including:

- purchasing household goods to replace worn or missing items, for example light globes
- purchase/order linen
- purchase cleaning materials

9. SPECIAL CONDITIONS

Some afterhours work may be required to meet the needs of sites (See attachment describing physical activities required)

Occupant: Name:.....
 Concierge
 Signature: Date:

Supervisor: Name:
 Manager
 Signature:Date:

Approved by Wendy Malycha

Position: CEO

Signature:

ATTACHMENT

	JOB ACTIVITY	FREQUENCY	CRITICAL TO JOB
1	Vacuuming indoor environments: involving such activities as accessing vacuum concierge from storage, setting up equipment (e.g. untangling cord, plugging into power source), placing vacuum on back/ positioning appropriately on floor and pushing and pulling the vacuum concierge across a range of floor surfaces. Also involves emptying dust collector when full and returning equipment to usual storage.	Frequent	Yes
2	Common spaces and apartments all surface to be cleaned and sanitised; light switches, door handles, walls, cupboards, furniture, beds, fridges, remove and wash shower curtains, all areas to cleaned to Covid 19 standards	Frequent	Yes
3	Maintenance of other indoor floor surfaces involves activities such as mopping. Concierges will access and use handheld equipment such as buckets, mops and squeegees, or operate machinery to complete these tasks.	Frequent	Yes
4	Sweeping of indoor areas (including vinyl floors, carpets and mats): involves use of a dry static or micro-fibre broom and provides an alternative to vacuuming. Concierges are required to access appropriate equipment from storage, push and pull broom across floor, collect debris and return equipment.	Frequently	Yes
5	Cleaning of external areas involves use of a broom, manual push sweeper, high pressure hose or leaf blower to clean and clear outside paths of debris. Concierges are required to access appropriate equipment from storage, operate equipment (usually by pushing and pulling motions), to collect debris and then return equipment to appropriate storage facility.	Occasionally as needed	Yes
6	Cleaning amenities: involves activities of mopping floor surfaces and wiping or scrubbing the surfaces of sinks, basins, toilets, pedestals, urinals, mirrors, showers and baths. Concierges will access a range of tools and cleaning products to complete this task e.g. toilet brushes, cloths, mops etc and may be required to replenish bathroom materials as necessary e.g. toilet paper and soap.	Daily	Yes
7	Waste removal: involving emptying small waste bins and replacing the liners, accessing rubbish bins placed around the building and transporting their contents to a larger bin/skip to be emptied by an external contractor. At say.kitchen and Foyer Concierges may also be required to place bins on the street for Council pickup, and clean and sanitise bins following emptying.	Daily Weekly	Yes
8	Cleaning windows: involves use of window scrapers, buckets, sponges and squeegees to clean all accessible indoor and outdoor windows. Whilst cleaning windows, Concierges will also assess surrounding internal and external surfaces for cobwebs, mildew, dust and marks.	Occasional	Yes

	JOB ACTIVITY	FREQUENCY	CRITICAL TO JOB
9	General security tasks: before, during and after performance of cleaning duties Concierges may be responsible for opening and closing roller doors, buildings, and other areas. This may also involve accessing keys to lock and unlock padlocks or doors.	As necessary	Dependent on facility
10	Cleaning of all accessible office spaces, office floors, furniture surfaces and fittings. Regular visual inspection of the area is also undertaken to determine further tasks that need to be completed, e.g. carpet stain removal, removal of graffiti, spot cleaning etc.	Weekly As needed	Yes
11	Moving furniture/heavy items around building: assisting other staff members to move furniture and service or venue supplies to different locations within the building, including apartment, meeting rooms, gallery and venue setup. May also involve marking and recording of equipment for auditing, security and purchasing requirements.	Regularly	Dependent on facility
12	In the event of a bacterial or viral outbreak additional cleaning of all surfaces as directed by Manager	As directed	Yes when identified