St Vincent de Paul Society SA

good works

POSITION DESCRIPTION

<table>
<tr><th colspan="4">1. POSITION DETAILS</th></tr>
<tr><td rowspan="2">Position Title</td><td rowspan="2">Housekeeper</td><td>Award Classification</td><td>Miscellaneous Award level 2</td></tr>
<tr><td>Employment Status</td><td>Permanent Part-time (4 hours per day, Monday to Friday)</td></tr>
<tr><td>Business Unit</td><td>Membership, Mission and Spirituality</td><td colspan="2" rowspan="3">Last Reviewed - June 2026</td></tr>
<tr><td>Location</td><td>Clearview, South Australia</td></tr>
<tr><td>Reports To</td><td>VWCC – Operations Manager</td></tr>
<tr><th colspan="4">2. POSITION CONTEXT</th></tr>
<tr><td>Our Values</td><td colspan="3">• Commitment: Loyalty in service to our mission, vision and values.
• Compassion: Welcoming and serving all with understanding and without judgment.
• Respect: Service to all regardless of creed, ethnic or social background, health, gender or political opinions.
• Integrity: Promoting, maintaining and adhering to our mission, vision and values.
• Empathy: Establishing relationships based on respect, trust, friendship and perception.
• Advocacy: Working to transform the causes of poverty and challenging the cause of human injustice.
• Courage: Encouraging spiritual growth, welcoming innovation and giving hope for the future.</td></tr>
<tr><td>Position Purpose</td><td colspan="3">This position provides cleaning and housekeeping services at the Vinnies Women’s Crisis Centre (VWCC), a short-term accommodation facility for women, with and without children and pets, experiencing domestic violence and homelessness.

The role contributes to maintaining a safe, clean, welcoming, and dignified environment for guests accessing crisis accommodation services.</td></tr>
<tr><td>Line Management Responsibility</td><td colspan="3">No Line Management Responsibility</td></tr>
<tr><td>Key Interactions/ Relationships</td><td colspan="3">• VWCC – Operations Manager
• Staff and Volunteers
• Guests</td></tr>
<tr><td>Expense Delegations</td><td colspan="3">N/A</td></tr>
<tr><td>Special Conditions</td><td colspan="3">Employment in this role is subject to the following conditions, in line with the Society’s commitment to safety, welfare, and integrity:
• Ongoing satisfactory National Police Check upon commencement and every three (3) years thereafter
• Satisfactory Working with Children Check / DHS Child-Related Screening upon commencement and every five (5) years thereafter
• Completion of a pre-employment health assessment, and further health assessments as required to ensure fitness for duty
• Maintenance of the legal right to work in Australia for the duration of employment
• Participation in regular performance reviews in accordance with organisational policy</td></tr>
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3. PRIMARY OUTCOMES AND ACCOUNTABILITIES	
KEY RESULT AREA	**PERFORMANCE MEASURES**
Cleaning and Housekeeping Services	• Undertake cleaning of vacated guest rooms to a high standard of hygiene and presentation • Prepare rooms for new arrivals, including making beds, restocking supplies, and ensuring a welcoming environment • Clean and maintain shared indoor and outdoor areas in accordance with cleaning schedules and protocols • Ensure cleaning equipment and products are used safely and stored appropriately
Stock and Facilities Support	• Restock consumables and household supplies as required • Assist with ordering and monitoring of cleaning supplies, linen, and donated items • Ensure storage areas are organised, clean, and accessible • Monitor furniture, fittings, and equipment and report maintenance issues promptly
Operational Support	• Follow centre procedures to support safety, security, and operational routines • Assist in maintaining a safe and orderly environment for guests and staff • Report hazards, incidents, or concerns in accordance with WHS and safeguarding procedures • Maintain accurate and timely reporting of issues as required
Guest Environment	• Contribute to creating a clean, safe, and welcoming environment for guests • Interact with guests in a respectful and professional manner as required to perform duties • Support a calm and dignified environment within the centre
Build and Maintain Effective Relationships	• Develop and maintain respectful and professional relationships with staff, volunteers, and external service providers • Respond to requests for information or support from colleagues and external stakeholders in a timely and professional manner • Maintain appropriate boundaries with guests, ensuring that all interactions are respectful and uphold their dignity, while focusing on delivering high-quality housekeeping services
Work, Health & Safety	All employees are responsible for their health and safety and avoid adversely affecting the health and safety of any other person connected to their work. Your responsibility is to: • Foster a culture of respect, inclusivity, and support within the workplace • Support the development and maintenance of WHS best practices within the workplace. • Adhere to safe work and welfare practices, policies, and procedures • Participate in relevant WHS training programmes • Follow any reasonable instruction and training provided in relation to health and safety at work. • Report physical and psychological hazards, accidents, and unsafe workplace practices in the workplace • Participate in workplace WHS inspections/audits and assist in the maintenance of WHS facilities, resources, equipment, and information
Other Duties	St Vincent de Paul Society is a not-for-profit that aims to take opportunities to maximise the benefit it provides to the community. From time to time, the Manager may ask for this role to undertake other duties of a similar level to those outlined in this Position Description
POSITION COMPETENCY PROFILE	
TECHNICAL	**DESCRIPTION**
Housekeeping Skills	• Thorough knowledge of cleaning techniques and hygiene standards • Proficiency in a range of cleaning methods and safe use of cleaning products and equipment to maintain a hygienic, safe, and welcoming environment
Organisational Skills	• Effective time management skills, including ability to meet deadlines and manage competing priorities • Ability to plan, schedule, and follow established cleaning routines and task requirements • Flexibility to adapt to changing priorities and unexpected operational needs

Communication Skills	• Well-developed written and verbal communication skills appropriate to a workplace setting • Ability to adjust communication style to suit different audiences and situations • Strong customer service approach when interacting with staff, volunteers, and guests • Ability to manage basic workplace communication, including providing clear and respectful information
Digital / Computer Skills	• Competence in using standard office software (e.g., email, word processing, spreadsheets) for basic documentation and communication • Ability to use or learn online systems for reporting, scheduling, and inventory management as required
BEHAVIOURAL	**DESCRIPTION**
Self-Management	• Maintains emotional control in challenging or sensitive environments • Works reliably with minimal supervision • Demonstrates adaptability in response to changing priorities or workload demands • Maintains a commitment to continuous improvement and learning
Interpersonal Relations	• Treats all people with dignity, respect, and empathy • Maintains strict confidentiality at all times regarding guests, staff, and organisational matters • Demonstrates appropriate professional boundaries in all interactions, particularly within a crisis accommodation setting • Communicates in a calm, respectful, and non-judgemental manner • Works cooperatively as part of a team environment
Professional Accountability	• Takes responsibility for actions and follows direction appropriately • Complies with organisational policies, procedures, and expectations • Maintains high standards of reliability, attendance, and work quality • Escalates concerns appropriately and in a timely manner
Ethics and Values	• Demonstrates integrity, honesty, and consistency in all actions • Upholds the Mission, Values, and Code of Conduct of the Society in all interactions • Acts in a manner that supports the dignity, safety, and wellbeing of vulnerable people
5. OTHER REQUIREMENTS	
Essential Criteria	• Experience in a cleaning/housekeeping role within a commercial or professional setting
Desirable Criteria	• Experience with social disadvantage in a community services setting • Experience in community services such as; social work, crisis services, aged care, emergency accommodation services, domestic violence or similar services assisting those at a significant disadvantage

6. ORGANISATIONAL OVERVIEW

The St Vincent de Paul Society (the Society) is a lay Catholic, values-driven, community-focused organisation that has been supporting people in South Australia since 1884. Inspired by dignity, compassion, and social justice, we work alongside people and communities experiencing disadvantage.

At the heart of our work are our Companions, the people we assist. Their dignity and experiences shape our mission to respond to poverty and inequality through practical support, advocacy, and meaningful connection.

Our foundations lie in our Conferences, local member groups embedded in communities, which bring our mission to life through person-to-person support. Together with members, volunteers, and employees, we deliver assistance and a range of services, including emergency relief, outreach, retail operations, and specialist programs supporting people experiencing homelessness, financial hardship, social isolation, and other challenges.

We are an inclusive organisation that welcomes people of all backgrounds, beliefs, and experiences. United by shared values, we are committed to walking alongside our Companions to build stronger, more just, and compassionate communities.