



Position Description

HOUSEKEEPER - HOSTEL

Directorate	Corporate & Community Services
Location	Balranald
Classification/Grade/Band	Grade 1-2
Position Code	HK1
Date position description approved	17 December 2025

Council overview

Covering approximately 21,400 sq kilometres, Balranald Shire encompasses a diverse natural landscape which includes the world heritage listed Mungo National Park and the picturesque Yanga National Park.

Surrounded by the wonders of the Murrumbidgee, Murray, Lachlan, Wakool and Edward Rivers, the area offers the opportunity to relax and enjoy some of the most unique natural scenery in Australia. There is an abundance of great fishing, water sports and nature just waiting for you.

Balranald is situated on the Sturt Highway and is just a 1 hour drive from the regional city of Swan Hill and 1¾ hours' drive from Mildura.

The area is surrounded by rich agricultural lands, the unique townships of Balranald and Euston and the hamlets of Kyalite, Oxley, Hatfield and Penarie (Homebush).

Council values

Honesty # Respect # Enjoyment # Teamwork # Openness # Leadership # Customer Focus

Primary purpose of the position

The position is part of the Bidgee Haven Hostel, a retirement facility owned and operated by Balranald Shire Council. Bidgee Haven Hostel is a modern fully accredited 15 bed residential aged care facility providing care for older people who find it difficult to live at home for a variety of reasons.

This position is responsible for providing housekeeping/cleaning services, which are required to be maintained at a high standard of cleanliness and hygiene.

Key accountabilities

Resident Quality Care:

- **Maintaining a clean and safe environment:** This involves regular cleaning and disinfection of all areas to prevent the spread of infections and ensure the health and safety of residents.
- **Infection prevention and control:** This includes using appropriate cleaning products, following disinfection protocols, and ensuring that all surfaces are properly cleaned and disinfected.
- **Regular auditing:** This helps ensure that cleaning schedules are followed and that all areas are adequately cleaned and disinfected.
- **Prompt response to environmental risks:** This involves addressing spills and cleaning contaminated areas immediately to prevent the spread of infections.
- Identify and report any issues of concern to the Facility Nurse Manager.

Interpersonal Skills:

- Sensitivity and understanding of the needs of the aged.
- Ability to set and maintain high standards in the provision of quality cleaning and support services to aged people.
- Be proactive in identifying and pursuing personal development skills.
- Ability to maintain confidentiality.
- To provide a caring environment which enhance the security, welfare and wellbeing of residents.
- To acknowledge and foster partnerships with each resident, respecting their dignity and privacy, and ensure they are given opportunities to make decisions particularly on their day-to-day routines.
- To promote and enhance the good name of Balranald Shire Council with all stakeholders.

General:

- Adherence to Bidgee Haven Hostel and Balranald Shire Council Policies and Procedures.
- To provide the best customer service to both internal and external stakeholders in accordance with Council policies and procedures.
- Ensuring that the public image of the Council as a service provider is always maintained in the highest integrity.
- To provide a positive contribution in the exchange of information between team members.
- To participate in training programs designed to increase efficiency and effectiveness.
- To identify areas where additional training is required and advise the Facility Nurse Manager.
- Participate in quality improvement duties.

Workplace Health & Safety/Risk Management:

- The responsibilities of this position are to be completed in line with the NSW Work Health & Safety Act 2011, and the NSW Work Health & Safety Regulation and the NSW Work Health & Safety Policies and procedures of Balranald Shire Council.
- Actively contribute and promote safe actions in the workplace at all times, including:
 - identify potential safety hazards and notify the Hostel Coordinator of hazards which are not able to be remedied immediately; and
 - assist in the ongoing maintenance of a safe workplace through the involvement and implementation of safe systems.

Judgement & Decision Making Skills:

- The ability to organise and prioritise task and duties.

Equal Employment Opportunity (EEO):

- To actively support the principles and practices of EEO.

Privacy & Confidentiality:

- To adhere to Balranald Shire Council policies and procedures regarding privacy and confidentiality of all matters regarding the management and operation of Bidgee Haven Hostel and the Balranald Shire Council.

Key relationships

Who	Why
Internal	
Facility Nurse Manager	<ul style="list-style-type: none">• Lead, direct, manage and support performance and development• Guide, support, coach and mentor
External	
Resident Families	<ul style="list-style-type: none">• Manage expectations and resolve issues
Contractors & Suppliers	<ul style="list-style-type: none">• Communicate needs, facilitate routine business transactions and resolve issues

Key dimensions

Decision making

This position is accountable for decisions regarding Hostel cleanliness on a day-to-day basis, in consultation with the Registered Nurse & Hostel Manager when required.

Reports to

Facility Nurse Manager

Essential requirements

- Previous experience in cleaning/housekeeping role.
- Demonstrated interpersonal skills and ability to contribute to a cohesive team environment and maintain positive relationships with internal and external stakeholders.
- Ability to carry out tasks requiring the application of basic numeracy, literacy, and verbal communication skills.
- Understanding of Workplace Health and Safety requirements
- Ability to work autonomously and with little direct supervision.
- Current Police Check or willingness to complete.

Desirable:

- Ability to work effectively unsupervised when required and manage own time to meet defined work outcomes.
- Demonstrated experience relevant to the work area (ie: facility cleaning and maintenance in a commercial context, ordering supplies).

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities

Local Government Capability Framework		
Capability Group	Capability Name	Level
Personal attributes	Manage Self	Foundational
	Display Resilience and Adaptability	Foundational
	Act with Integrity	Intermediate
	Demonstrate Accountability	Intermediate
Relationships	Communicate and Engage	Intermediate
	Community and Customer Focus	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Create and Innovate	Foundational
	Deliver Results	Foundational
Resources	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Foundational
	Procurement and Contracts	Foundational

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none">• Maintains confidentiality of customer and organisational information• Is open, honest and consistent in words and behaviour• Takes steps to clarify ethical issues and seeks advice when unsure what to do• Helps others to understand their obligations to follow the code of conduct, legislation and policies• Recognises and reports inappropriate behaviour, misconduct and perceived conflicts of interest
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none">• Encourages an inclusive, supportive and co-operative team environment• Shares information and learning within and across teams• Works well with other teams on shared problems and initiatives• Looks out for the wellbeing of team members and other colleagues• Encourages input from people with different experiences, perspectives and beliefs• Shows sensitivity to others' workloads and challenges when asking for input and contributions
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none">• Participates constructively in unit planning and goal setting• Helps plan and allocate work tasks in line with team/project objectives• Checks progress against schedules• Identifies and escalates issues impacting on ability to meet schedules• Provides feedback to inform future planning and work schedules
Resources Assets and Tools	Foundational	<ul style="list-style-type: none">• Uses core work tools and equipment effectively• Takes care of work tools, equipment, accommodation and community assets