



**Candidate Information  
Pack for prospective  
Casual Relief  
Housekeepers at  
Dandenong, Frankston,  
Croydon & Malvern**

**November  
2020**

## **Welcome to Abbeyfield!**

Thank you for your interest in this rewarding role of Relief Housekeeper at an Abbeyfield Australia House in Dandenong, Croydon, Frankston and/or Malvern. This information package contains information about the role, our organisation, and the fantastic people we are looking for!

**Please read this Information Pack carefully, and then if you have any questions, feel free to contact Nancy Trajcevski on (03) 9419 8222 or [admin@abbeyfield.org.au](mailto:admin@abbeyfield.org.au)**

Abbeyfield houses provide independent living for older residents. Each resident has a bed-sitting room (with en-suite facilities), which he or she furnishes, cleans and looks after. The resident's room is private and entry is only by the resident's invitation or permission. The residents share the garden and the communal parts of the house (e.g. lounge, sitting room, dining room, kitchen, and laundry) and enjoy the mutual support and companionship that develops from living together. Residents actively contribute to decisions about the day-to-day running of the house.

A Full Time housekeeper is employed with responsibilities which include household shopping, preparing meals, cleaning the shared areas and keeping the household accounts.

The Relief Housekeepers prepare meals and undertake some cleaning on weekends & public holidays. They also by agreement relieve the Full Time Housekeeper for Sick Leave & Annual Leave.

## **About Abbeyfield Australia**

The Abbeyfield model of assisted housing commenced in the United Kingdom in the 1950's and Abbeyfield Australia opened its first house in Melbourne in the early 1980's. For over 30 years our approach has been to assist local communities to provide a locally managed solution to a local community housing need.

Abbeyfield Australia is a national not for profit community housing provider operating 15 Abbeyfield houses and supporting a further 8 Abbeyfield Local Societies and houses across Australia. We are committed to the development of sustainable community-based housing nationally. All Abbeyfield houses are supported by local communities as a local solution to a local housing need. An Abbeyfield House is a large house but it is not an institution or a facility. It is an ordinary house in an ordinary street.

Abbeyfield Australia's head office is in Melbourne and we are supported by many volunteers nationally. Together we provide a niche, cost effective community housing alternative to communities.

## **Position details**

### **Staffing**

Each Abbeyfield supportive house is staffed by a full-time (Monday to Friday) Housekeeper. 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.

### **Employer**

Your employer will be Abbeyfield Australia Limited.

### **Award classification**

Abbeyfield Housekeepers are currently employed under the Social Community Home Care and Disability Services Industry Award 2010 (Homecare employee, level 2, pay point 2) but we are in the process of negotiating an Enterprise Agreement with all Abbeyfield House Housekeepers nationally.

## **Accountability**

The housekeeper is accountable to the House Committee and Abbeyfield Australia.

## **Supervision**

Abbeyfield Australia and a member of the House Committee are designated as the Housekeeper supervisor. The Housekeeper supervisor is responsible for:

- ensuring that the Housekeeper is given all necessary direction in matters of his/her safety, health and welfare;
- ensuring that the terms and conditions of employment are adhered to;
- facilitating dealings between the House Committee and all Housekeeping staff;
- ensuring that there are clear lines of communication between the Committee, the Supervisor and all Housekeeping staff; and
- scheduling regular meetings with the Housekeeping staff and that feedback is provided.

## **Salary package components**

The successful applicant will receive an attractive salary package comprising:

- an award salary and any applicable allowances in accordance with Social Community Home Care and Disability Services Industry Award 2010;
- Access to an Employee Assistance Program;
- 9.5 per cent superannuation.

## **Duties**

The key duties of the position are:

- Assist residents to make the house a pleasant and friendly place to live;
- keeping the necessary household records;
- Prepare, serve and clean up after the meal of the day, taking into consideration the particular likes and dislikes of the residents as far as practicable;
- Clean and tidy the common areas of the house – i.e. lounge/dinning, kitchen, laundry, guest room and bathroom;
- Obtain and maintain a Food Handling Certificate, Abbeyfield Australia will reimburse the time and expense of renewing when required;
- Ensure that the Employer is made aware of a resident's needs for extra assistance due to some minor illness, convalescence or incapacity;
- Maximise the integration and family atmosphere of the residence for all the members of the household, and be flexible in responding to the desires of the residents if they wish to be involved in household tasks/chores; and
- If available to be called-in, to assist with infrequent emergency situations such as fire or medical emergencies, or other pressing health, safety or well-being issues affecting a resident.

## **Selection criteria**

1. Demonstrated experience in cooking varied and nutritious meals
2. Knowledge or experience working with older people
3. Time management and budgeting skills including the ability to keep simple household accounts and other records
4. Good communication and interpersonal skills – and the ability to maintain professional and friendly relationships
5. Ability to maintain a clean and tidy house

6. Ability to work cooperatively with others including voluntary committees; external service providers, residents and community groups
7. Understanding of the concept of the independence and dignity of residents
8. Ability to identify issues and problems as they emerge and to refer them promptly to the appropriate person for action
9. Capacity to act decisively, reliably and with common sense in an emergency
10. Possess a current First Aid Certificate
11. Possess a current national police check prior to commencing & updated every five years
12. Possess a current Basic Food Safety Practices Certificate or equivalent
13. Drivers Licence

### **How to apply and closing date**

Applications addressing the selection criteria and including curriculum vitae listing qualifications, employment history and references must be received by 10 December 2020.

We prefer to receive applications by email sent to: [admin@abbeyfield.org.au](mailto:admin@abbeyfield.org.au)

If necessary hardcopy applications can be posted to:

Abbeyfield Australia  
Suite 4, 860 Doncaster Road,  
Doncaster East, Vic 3109

### **Questions?**

Feel free to contact us after you have read this information if you have any questions. Please contact Nancy Trajcevski on (03) 9419 8222 or email [admin@abbeyfield.org.au](mailto:admin@abbeyfield.org.au)

### **Interviews**

Shortlisted candidates will be contacted in the week following the close of applications to arrange an interview.