



CLEANER INFORMATION PACK

CLOSE DATE: TUESDAY 25 JANUARY 2022



Nova for Women and Children acknowledges the traditional custodians of the land across the different services where Nova services are located. We would like to pay our respects to Elders past, present and future, as well as the Aboriginal and Torres Strait Islander people with whom we work.

We also acknowledge our gratitude that we share this land today, our sorrow for some of the costs of that sharing, and our hope and belief that we can move to a place of equity, justice and partnership together.



Nova for Women and Children are proud LGBTIQ allies.

INTRODUCTION

Nova for Women and Children is recruiting various roles to form part of its newly created cleaning team. The cleaning team will work across various sites in the Newcastle and Lake Macquarie region.

ABOUT NOVA

OUR PURPOSE:

To prevent or end homelessness, confront justice and advocate for the rights of women and their children to be safe.

OUR VALUES:

Our values are built upon the foundations that women and children matter.

- Act with good intent
- Focus on strengths
- Promote collaborative, innovative and inclusive practice
- Embrace diversity
- Work respectfully

OUR HISTORY:

Nova is the amalgamation of three women's services that operated independently from each other for over 25 years until their amalgamation in 2008.

All three services brought together a rich history of working with women who have been homeless, who are at risk of homelessness or who are escaping family and domestic violence, and their combined history helps make Nova the organisation it is today.

- Eva's Project originated through the women's refuge movement where it was identified that domestic violence was a major contributor to homelessness for women with dependent children. It was seen that there was a gap for women that required supported accommodation.
- Lower Hunter Women's Housing was an initiative of Housing NSW that considered women, with or without dependent children, who were homeless or at risk of homelessness with complex needs, required supported transitional accommodation.
- Eastlakes Women's and Children's Refuge started as a volunteer organisation. Government funding was secured through the women's refuge movement and indicated recognition of the validity of the organisation in delivering domestic violence and homelessness services. Eastlakes amalgamated with Nova in 2014.

OUR FUTURE:

Nova is a progressive organisation guided by the principles of social justice. We continue to work towards providing necessary and quality services for women and children during their most challenging times.

The new position of Practice Lead has been developed to help us to continuously improve our service and practices, as well as explore and implement better and more innovative practices to help Nova evolve in pursuit of our vision: A world where women and children matter.

OUR SERVICES:

We are a leading community services organisation that provides support to women who are at risk of homelessness to remain safely in their home and to assist women who are experiencing homelessness and/or domestic violence, or in crisis to be housed and provide support to maintain safe accommodation. Our services include:

- Outreach support
- Supported temporary accommodation
- Transitional supported accommodation
- Rapid response support.

One of our main facilities is Trisha House, which was launched on 4 March 2017 and built through community support coordinated by the Respectus Group. Trisha House offers accommodation to seven (7) single women and four (4) women with children for up to 28 days and also has a two (2) bedroom unit suitable for smaller families, or families with challenging support needs. We also have two (2) additional purpose build facilities for crisis services in the Lake Macquarie region.

We also operate drop-in Hubs in Charlestown and Newcastle offering a safe space for women with or without-children to access assistance with homelessness and domestic violence, including amenities like a shower, washing machine, dryer, free toiletries and clothes.

OUR LEADERSHIP:

Nova is managed by a voluntary Board of Women, whose members come from different professional fields and various community organisations. These women bring together a vast range of knowledge, expertise and professionalism and all share the commitment and passion for the work that Nova does. Our Board sets the strategic direction for Nova's dedicated team to achieve its vision and purpose.

Louise Rak – Chairperson

Kate Davies – Secretary

Rayleen Ableson – Treasurer

Kate Mooney – Vice Chairperson

Rozyta Englert – Board Member

Janine Johnston (Charnley) – Board Member

Marette Gale – Board Member

Samantha Smith – Board Member

Our CEO leads the organisation in implementing the Board’s strategic vision, providing overall leadership to the organisation and representing the organisation with peak bodies. Our CEO is Kelly Hansen, who has been in the role for over six (6) years and has over 30 years’ experience working with women and children in crisis.

WHY WORK FOR US?

Nova is a leading organisation in the field of women’s and children’s services and is a strong advocate for women and children’s rights and causes. In addition to rewarding and purposeful work, we also provide attractive conditions of employment, including:

- A 35-hour working week
- Above Award salary
- Weekly Wellbeing Hour
- Salary packaging
- Five (5) days of stress leave per annum
- Training and professional development opportunities
- Employee assistance program

CLEANER

Position Summary

We are seeking enthusiastic and energetic casual cleaners who are reliable team players to provide a high quality of cleaning services to our sites across Newcastle and Lake Macquarie.

Key Responsibilities and Accountabilities

- Provide a high-quality cleaning service that includes tasks such as but not limited to:
 - Preparation of clean bed linens and towels;
 - Making rooms ready for temporary accommodation;
 - Clean all fixtures and fittings and high touch points including ovens and appliances;
 - Removal of domestic rubbish from site;
 - Window cleaning;
 - Operate steam cleaners and vacuum cleaners to clean carpets and drapes; and

- Wash down and disinfect bathrooms, kitchens and wet areas.
- Maintain discretion and professional boundaries when working with participants.
- Take reasonable care of your own health and safety and take reasonable care that your acts or omissions do not adversely affect the health and safety of other workers or clients.
- Ensure appropriate and respectful workplace behaviour at all times and promote a working environment which is free from discrimination, bullying and harassment.
- Undertake any other tasks, duties or specific projects within your area of skill and expertise, as required by Nova.

Position Requirements and Selection Criteria

- Demonstrated experience working in a commercial or residential cleaning role (desirable).
- Effective communication skills and ability to cooperate with other workers.
- Basic knowledge of cleaning chemicals, supplies and their use.
- Awareness of workplace health and safety issues.
- Ability to work flexible hours when required as per service need (required days may change some weeks).
- Ability and preparedness to work across all Nova sites in the Lake Macquarie and Newcastle LGA's.
- Physically capable of carrying out duties safely.

Education, Experience, Qualifications and Licenses

- A Certificate II/III in Cleaning Services (desirable).
- Current NSW Driver's Licence
- Working With Children Check.

How to Apply

- Please email nova@novawomen.org.au to request an information package.
- Applications, including a CV and cover letter addressing the position requirements and selection criteria as well as contact details for two recent referees, can be emailed to nova@novawomen.org.au stating Casual Cleaner Position in the subject line.
- **Applications will be accepted until COB 25 January 2022.** Only shortlisted candidates will be contacted for interview.