



Cleaner Position Description

Position Title:	Good Samaritan Inn Cleaner
EFT:	9 hours per week (3-hour shifts on Monday, Friday and Saturday)
Reporting to:	Quality and Risk Manager
Role Purpose	<p>Good Samaritan Inn crisis accommodation supports women, gender diverse people, children and young people experiencing family violence and homelessness 24 hours a day, 7 days a week.</p> <p>The Cleaner is responsible for maintaining a clean, safe, and hygienic environment within the two accommodation settings which are based in different suburbs. This role supports the wellbeing, dignity, and safety of guests—many of whom may be experiencing trauma—by ensuring communal and private areas are kept to a high standard of cleanliness at all times.</p>
Classification:	The position is paid under the Social, Community, Home Care and Disability Services (SCHADS) Award, Social and Community Services classification. Level 1.
Location:	Northern suburbs

Organisational Context

The Good Samaritan Inn (GSI) has been delivering a specialist response to victim survivors of family violence and homelessness, since 1996.

GSI provides crisis and short-term accommodation, and specialist supports to women (i.e. trans and cisgender women), non-binary, and gender diverse people, including children and young people who have experienced family violence and homelessness. GSI delivers person-centred, feminist and trauma informed services and programs that address immediate needs. Victim survivors are provided with a range of supportive, therapeutic, and psycho-educational programs with a strong focus on recovery and healing.

GSI also provides outreach support to victim-survivors living in the community, ensuring safety, connection, and engagement with local and specialist services. Through an innovative coaching and employment program, GSI builds skills and capacity, empowering individuals to achieve economic independence and rebuild their sense of self and future.

Our Mission

To provide support and advocacy for women and children who have experienced family violence and homelessness.

Our Vision is to ensure:



Our **clients** are safe and empowered to take control of their lives.

Our **people** are valued, skilled and engaged, and reflect the diversity of our community.

Our **organisation** increases its influence and impacts positive change in the lives of victim survivors of family violence.

Our **organisation** is financially sustainable, and resources are managed in line with our values and mission.

Our Values:

Compassion

We provide practical and emotional support and offer therapeutic programs to women and children to assist their recovery from the trauma that they may have experienced due to family violence and homelessness.

Community

We recognise the community context in which our work takes place.

We collaborate through partnerships with women, community organisations and government.

We recognise and encourage the communities of support women establish with one another through their shared experiences.

Hospitality

We welcome women and children as guests to our services.

Hope

We meet women and children with hope and the belief that they can live free from violence and have control and agency over their life choices.

Inclusivity

We are committed to providing an inclusive service to all and identify our support to the following communities:

- Aboriginal and Torres Strait Islanders
- Lesbian, Gay, Bisexual, Transgender, Intersex, Queer/Questioning and Asexual (LGBTIQA+) people
- Culturally and linguistically diverse people
- People with disabilities

Respect

We respect and honour each person's lived experiences, choices, and diversity.

Key Responsibilities

- Clean and sanitise all communal areas, including kitchens, bathrooms, lounges, dining spaces, laundries, offices, and hallways
- Clean guest rooms between occupancies in accordance with infection control and safety standards
- Dispose of waste safely and appropriately
- Use cleaning products and equipment correctly and safely
- Report maintenance issues, safety hazards, or damaged property to the relevant staff member
- Follow all organisational policies, including confidentiality, privacy, and safeguarding procedures
- Work respectfully and discreetly around guests, maintaining a trauma-informed approach
- Maintain adequate stock of cleaning supplies and notify staff when reordering is required

Selection Criteria – Essential:

- Previous cleaning experience (commercial or residential preferred)
- Ability to work independently and manage time effectively
- Understanding of confidentiality and professional boundaries
- Compassionate, respectful, and nonjudgmental attitude
- Physically capable of performing cleaning duties
- Attention to detail and commitment to high hygiene standards

Desirable Attributes

- Experience working in a community, health, or social services setting
- Understanding of trauma-informed practice or willingness to learn
- Knowledge of infection control and safe chemical handling

Conditions of Employment

- Temporary part time employment working for 3-hour shifts up until 30 June 2027. Additional hours of work may be required during the week on agreement.
- GSI is a Child Safe Organisation and staff must hold a current Working with Children's Check and be willing to undergo criminal history checks prior to commencement and as required throughout employment.
- Any offer of employment will be subject to a satisfactory National Police Record check and Working
- Good Samaritan Inn has an Equal Opportunity Exemption Act 2010; H96/2025 and applications for this role are open to women and gender diverse people only. This exemption recognises the need to provide a safe, trauma-informed, women and gender diverse only environment for guests of the refuge.

Applications from Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, people from LGBTIQ+ communities and people with disabilities are encouraged to apply.