

# Position Description



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|------------------------|---------------------------------------------------------|
| <b>Position title:</b> | Caravan Park Housekeeper                                |
| <b>Classification:</b> | Level 2                                                 |
| <b>Status:</b>         | Casual                                                  |
| <b>Location:</b>       | Various locations along the Great Ocean Road, Victoria. |
| <b>Approved:</b>       | Accommodation Services Manager – December 2025          |

## About the Great Ocean Road Coast and Parks Authority

The Great Ocean Road Coast and Parks Authority (GORCAPA) is the dedicated Victorian Government entity entrusted with the care, protection and sustainable management of one of Australia's most breathtaking and culturally significant coastal regions. Established under the Great Ocean Road and Environs Protection Act 2020, GORCAPA was created to address the complex and fragmented management of the coastline and ensure the long-term conservation of this iconic landscape.

GORCAPA is responsible for managing more than 170,000 hectares of coastal reserves, National Parks, Marine Sanctuaries and foreshores stretching along 355 kilometres of stunning coastline. This includes high-profile sites such as the Twelve Apostles Visitor Experience Precinct and Cape Otway Light station, as well as local ports, community reserves and critical marine environments.

At the heart of its work is a commitment to protect the unique environmental, cultural, heritage and community values of the region. GORCAPA partners deeply with Traditional Owners, local communities and stakeholders to integrate cultural knowledge, ensure environmental stewardship, support sustainable visitation and build lasting benefits for regional economies and generations to come.

## About the Accommodation Services Team

Our ten self-managed coastal Caravan Parks and the Cape Otway Lightstation generate the majority of Authority revenue. We are the single largest accommodation provider on the Great Ocean Road with over 800,000 visitor nights annually.

Situated adjacent to some of the most spectacular beaches on the coast, we offer a range of accommodation options for families, tourists, students and visitors.

## Purpose of the position

The **Caravan Park Housekeeper** is responsible for cleaning and maintaining the public and caravan park amenities, cabins and other facilities as directed, in a clean, tidy and useable condition.

Housekeepers may also be required to undertake building maintenance functions from time to time, to ensure public safety and functional operation, as directed.

## Primary responsibilities

The **Caravan Park Housekeeper** position is responsible to assist with the day-to-day cleaning duties of the Caravan Parks.

Key responsibilities of this position include:

- Performing a range of cleaning duties such as sweeping, mopping, dusting, vacuuming, scrubbing, laundering, making beds, washing dishes, emptying bins, handling rubbish and other general duties in the act of cleaning cabins, communal ablution blocks, kitchens, office buildings and other general buildings and structures on caravan park sites.
- Face to face customer liaison at the Parks including the provision of information, dealing with customer complaints, receiving maintenance requests and other customer interactions as may be required.
- Advising management of customer issues as soon as able and in the format directed by the Park Managers to ensure an efficient and timely transfer of information.
- Handling of stock including rotation of stock, lifting of boxes, linen and other items.

## Key selection criteria

### Qualifications and experience:

- Practical cleaning or housekeeping experience developed in a health, hospitality/Tourism or aged care environment involving a range of cleaning duties.
- Experience in safe manual handling techniques and use of chemicals (preferred).

## Knowledge and skills

- Ability to communicate with people across a broad range of backgrounds.
- Demonstrated ability to work as part of a team.
- A proactive approach to problem-solving.
- Good time management and organisational skills.

## Terms and conditions of employment

Appointment to this position is subject to the successful applicant being able to:

- Provide a National Police Check Certificate
- Obtain a Working with Children Certificate
- Provide evidence of Australian Work Rights
- Hold a current Australian Driver's Licence.

## Special Characteristics

- Standard hours of work are between 8:00am and 6:00pm in off-peak periods and between 8:00am and 12:00am (midnight) in peak periods.
- The caravan park operates 365 days a year and rosters will include working during school holidays and include weekend work and working on Public Holidays.
- Whilst the employee will generally work in one location, they may be required to work in any location for short periods of time to cover absences of other personnel.

## Organisational relationships

Reports to: Caravan Park General Manager.

Duty Managers.

Direct reports: Nil.

Internal liaisons: All Great Ocean Road Coast and Parks Authority departments.

External liaisons: Community, agencies and government stakeholders.

*Questions regarding the position can be directed to [recruitment@greatoceanroadauthority.vic.gov.au](mailto:recruitment@greatoceanroadauthority.vic.gov.au)*