



## POSITION SPECIFICATION

<b>POSITION TITLE</b>	<b>Hotel Services Assistant – Catering &amp; Cleaning</b>
<b>ENTERPRISE AGREEMENT</b>	Cobden District Health Services Inc., ANMF and HSU Enterprise Agreement 2017
<b>EMPLOYMENT TYPE</b>	Part Time
<b>SALARY</b>	Depending on experience. allowances/other rates according to the Cobden EA
<b>DEPARTMENT</b>	Hotel Services
<b>APPROVED BY</b>	Executive Manager Corporate Services

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<b><u>MISSION</u></b>	To provide safe, innovative and professional health services
<b><u>VISION</u></b>	To enable Cobdenhealth to better meet the health and wellbeing needs of our community
<b><u>VALUES</u></b>	
<b>Service</b>	We deliver caring, friendly, high quality, confidential and safe service to the community.
<b>Honesty</b>	We are trustworthy and transparent and we value integrity and fairness.
<b>Accountability</b>	We take responsibility for our actions. We value teamwork and affiliative leadership.
<b>Respect</b>	Our kind of care is person centred. We are inclusive, considerate and equitable to all who engage with our service.
<b>Excellence</b>	We continually strive to provide high quality, reliable, consistent, and innovative services to our community, our clients, consumers and stakeholders

### **ORGANISATION AND ENVIRONMENT**

Cobden District Health Services Inc., trading as Cobdenhealth is an all-inclusive health service providing quality care and well-being options for the local community and south west Victoria.

We provide exceptional care in our accredited 60 bed residential aged care facility and support people in their own homes by managing and delivering Level 2 and 4 Home Care Packages (HCP). Our diverse range of allied health, counselling, therapeutic, dental prosthetics and community services support people to achieve their health goals.

Cobden Clinic is a business unit of Cobden District Health Services Inc. located in Victoria Street Cobden. Our highly skilled General Practitioners offer a diverse range of healthcare options to patients across all ages, providing a holistic approach to care. Services include, however are not limited to, general practice, health screening, skin checks, care plans, chronic and complex care and health promotion activities.

Cobdenhealth has a fully accredited Urgent Care Centre providing emergency stabilisation service 24 hours per day, 7 days a week.

Our Cobdenhealth Community Fitness Centre has a fully equipped gymnasium offering various subscription options, casual use and leader led classes with accredited trainers. The gym is open to the public 24 hours, 7 days a week. Our Rodney Grove Community Aquatic Centre is a warm water pool open to the public for exercise, water therapy, learn to swim classes and general use. A swim against the current spa is also available.

The Men's Shed, based on-site, is a community based organisation providing a safe and friendly environment where men are able to work on meaningful projects.

Cobdenhealth is an Equal Opportunity Employer.

**POSITION PURPOSE**

The Hotel Services Assistant is an integral part of our catering, cleaning and laundry team, ensuring the delivery of high quality services across each of the function areas. Our residents appreciate privacy, dignity and a home-like environment and hotel service staff must positively influence the experience for each of our residents and their families.

The HSA must at all times present a professional appearance regardless of area of operation, be dedicated in your work ethic and ensure each meal is a special occasion for our residents and that the facilities cleanliness is kept at the highest standards.

The position requires a person who demonstrates an enthusiastic and resilient approach, has a strong client and safety focus and enjoys working within a dynamic and changing environment. This role requires excellent organisational and communication skills and the capacity to manage several tasks simultaneously. Ensuring a proactive, responsive, caring and person-centred attitude, together with excellent time management is key to this role.

**JOB CONTEXT**

This position is required to work with minimum supervision, interacting with cooks, cleaning staff, supervisors, other employees and volunteers to achieve the functions described.

The incumbent must work within all regulatory guidelines.

The role is required to work across a range of morning, afternoon, evening and weekend shifts.

Reporting to the Hotel Services Supervisor, successful achievement of this role will be measured by professional attitude and commitment, overall performance and positive outcomes in all aspects of hotel service delivery areas. Having a keen eye for detail, identifying and recommending efficiencies is an important aspect of the role, as is being honest, transparent and open to change to support organisational reputation, sustainability and resident satisfaction.

**ORGANISATIONAL RELATIONSHIPS**

<b>Reports to:</b>	Hotel Services Supervisor
<b>Direct Reports:</b>	No direct reports
<b>Executive Management:</b>	Chief Executive Officer/Director of Nursing; Executive Manager Corporate Services; Executive Manager Clinical Care
<b>Internal liaisons:</b>	Staff; volunteers; residents
<b>External liaisons:</b>	Resident relatives/advocates; visitors, external stakeholders; government agencies; commercial business entities

**LIMITS OF AUTHORITY**

- This position carries no authority to commit financial resources outside approved ordering
- This position is expected to make decisions within the scope of the role.

**KEY ORGANISATIONAL ACCOUNTABILITIES**

- Promote activities and programs in accordance with Cobdenhealth Mission and Vision.
- Model and promote Cobdenhealth Values in the workplace
- Adhere to Cobdenhealth's Code of Conduct, ensuring professional conduct is maintained at all times
- Ensure compliance with all mandatory training and e-learning requirements within designated timeframes
- Comply with all legislative requirements relevant to the position
- Comply with policies, procedures, systems and processes of Cobdenhealth and other external stakeholders
- Intellectual Property remains the sole property of Cobdenhealth unless authorised and confirmed in writing
- Undertake and promote safe work practices and procedures in accordance with Cobdenhealth Policy
- Ensure Equal Opportunity principles are followed
- Cobdenhealth are committed to the safety, wellbeing and care of our aged residents and community.

**CONFIDENTIALITY**

- Ensure confidentiality is maintained at all times and encompasses staff, residents, volunteers and other stakeholders. This includes posts on social media. Any breach of confidentiality is a breach of the employment contract, and will lead to termination of employment.

**SOCIAL MEDIA**

- All employees must ensure that personal social media accounts and/or personal statement(s) in any media forum do not reflect, discuss or represent Cobdenhealth, without prior approval.

**PERSONAL QUALITIES**

- Honest, committed and trustworthy as reflected in your dealings with internal and external parties
- Work autonomously without close supervision, however always being a positive member of a team
- Respectful of resident and other stakeholders' confidentiality
- Displays a high level of initiative and committed to quality outcomes
- Empathetic and sensitive to the needs of others respecting their different opinions and cultural backgrounds
- Enthusiastic about improving service levels and recommending and embracing change

**PROFESSIONAL ACCOUNTABILITIES****Behavioural Descriptors**

- Undertake tasks with a high level of detail, professional competency and within prescribed deadlines
- Ability and willingness to take initiative to improve and enhance existing systems and procedures
- Demonstrate sound judgement and solve problems within the scope of the position
- Ensure professional, ethical and responsible practices at all times
- Understand and take responsibility for own actions and work within the delegation of authority
- Work collaboratively as part of a team and support honest and clear communication, promoting a Values driven culture and positivity amongst the team
- Support organisational change processes as they apply to the strategic objectives/priorities of the organisation

**Leadership and Personnel Management**

- Regardless of position, demonstrate a professional attitude, positive leadership and be a role model to all
- Participate in the appraisal processes
- Assist in the motivation and mentoring of other staff to optimise involvement and responsibility
- Be responsible for the smooth running of the areas of hotel service operation you are working within

**Quality and Evidence Based Practice**

- Be familiar with the Cobdenhealth Quality Plan and participate in actions to address these plans
- Pursue standards of excellence through Best Practice and Continuous Improvement
- Carry out duties in accordance with the Cobdenhealth Food Safety Plan, as applicable

**Risk Management**

- Ensure all decisions are in line with your scope of delegation.
- Take responsibility for reporting all events outside normal daily routine with possible risk implications being reported in an appropriate timeframe and/or logged
- Ensure hygiene standards are maintained and adhered to in all areas of hotel service operations and delivery
- Ensure safe storage and handling of food, cleaning products, PPE and other tools of trade
- Take responsibility for reporting events, giving consideration to any risk implications
- Participate in and ensure comprehensive understanding of emergency procedures

**Occupational Health and Safety**

- Take responsibility for your own health and safety and the health and safety of anyone else who may be affected by your acts or omissions in the workplace
- Report hazards, near misses and injuries and undertake a root cause analysis as appropriate
- Maintain an understanding and participate in emergency management plans
- Comply with relevant legislation requirements and policies and procedures including, but not restricted to:

- Infection Control Policies
- Occupational Health and Safety policies and regulations
- Fire, disaster and other emergency procedures
- Orientation/induction and annual compulsory training

### **KEY OUTCOMES and RESPONSIBILITIES**

#### **Deliver a High Standard of Service**

- Undertake tasks with accuracy, professional competency and within prescribed deadlines
- Attention to detail and high level of accuracy
- Deliver high quality meal preparation, cleaning and laundry services to a standard determined by Cobdenhealth
- Ensure that the resident's comfort, dignity and privacy is always maintained
- Take care not to unreasonably waste valuable resources
- Ensure that client, staff and visitor safety is always maintained i.e. don't leave work equipment in walkways, or block handrails; comply with use of equipment instructions
- Undertake duties in a manner that achieves the best possible outcome for the residents

#### **Participate Effectively in a Team**

- Ability to work as part of a team as well as autonomously without close supervision
- Attend required work meetings and programs and contribute in a constructive and effective manner
- Understand and take responsibility for own actions and work within the delegation of authority
- Ability and willingness to take initiative to improve and enhance existing systems and procedures
- Contribute to the induction of a new staff member by providing information and support as required
- Undertake safe work practices.

#### **Continuous Improvement in Processes and Practices**

- Consider innovation as part of the evolving environment and let us know about improvements you think may work, and work with the team to champion the idea and make it happen
- Work with others in the organisation who are trying to improve the workplace and our services

#### **Customer Outcomes**

- Deliver exceptional customer experiences for our residents and their families
- Exhibit awareness of the need for sensitivity in dealing with the residents and the broader community
- Identify and meet internal and external customer needs and ensure that agreed expectations are met.

#### **Personal Development**

- Attend any in-service activities or training that may be required by Cobdenhealth
- Maintain professional knowledge, development and skills relevant to your role
- Participate in Performance Appraisals and participate in discussion about training, learning and development
- Be prepared to share your skills and knowledge with others to support their learning

#### **Maintain Accurate Documentation and Records**

- Ensure compliance documents are completed accurately and promptly i.e. cleaning schedules, food safety temperature records etc
- Ensure all paperwork is accurate and submitted within the required timeframes i.e. incident reports

### **KEY DUTIES and RESPONSIBILITIES**

#### **General**

- Adhere to documented organisation and departmental processes, procedures and practices
- Maintain and increase the high standards of the Hotel Services in line with the Aged Care Quality Standards
- Document any areas, or equipment, requiring special attention
- Maintain a high level of cleanliness of all equipment related to Hotel Services within the facility
- Adhere to Occupational Health and Safety and Infection Control issues pertaining to the position
- Ensure that all Hotel Services meet consumers' needs and preferences
- Undertake duties as stated on the shift checklist and other duties as delegated by the Hotel Services Supervisor

**Food / Catering**

- Undertake duties in accordance with the Cobdenhealth Food Safety Plan
- Assist with the preparation, assembly and delivery of resident meals and refreshments as determined by the Cook in Charge and defined therapeutic diets
- Prepare, serve and present food / meals consistent with high nutritional standards
- Prepare and handle food using exceptional personal hygiene practices and keep all food preparation areas clean
- Maintain a high level of cleanliness of all equipment in the kitchen area
- Ensure all food and stock is stored in accordance with food safety guidelines
- Assist Cooks or other food service staff as required.

**Environmental**

- Perform cleaning duties according to established cleaning schedules, ensuring provision of a high standard of cleaning services
- Undertake duties in accordance with the Environmental Support Program
- Ensure a proactive approach to infection control practices applicable to cleaning and residential care
- Use and store cleaning chemicals in a safe manner and
- Manage and adhere to timeframes and proactively implement efficiencies in all cleaning regimes

**General**

- Undertake other duties, appropriate to the role, as directed
- Recommend and facilitate efficiencies in hotel service processes as you identify improvements
- Be responsive to evolving business needs and professionally respond to directives

**QUALIFICATIONS, EXPERIENCE AND SELECTION CRITERIA****Essential**

- Food Handling Certificate (HLTFS207C) or higher
- Knowledge of, and experience in Food Safety Standards
- Knowledge of the requirements and application of cleaning methods within the health service industry i.e. cleaning standards for Victorian Health Facilities
- Ability to apply work practices that ensure quality client service that meet Aged Care Quality Standards and Accreditation requirements
- Knowledge of the Charter of Aged Care Rights and its application to residential and community aged care
- Proficient in basic computer applications
- Demonstrated ability to maintain accurate and detailed documentation
- Effective time management and organisational skills with the capacity to problem solve
- Self-motivated and committed to improving performance
- Well-developed communication and interpersonal skills
- Ability to accept direction and work without immediate supervision
- Flexibility to work a range of shifts including holidays and weekends
- A current National Police Check
- A current Victorian Drivers Licence

**Desirable**

- Previous experience working within a residential aged care facility would be advantageous

**PHYSICAL REQUIREMENTS**

Due to the layout and nature of work employees will be required to undertake a diversity of tasks, which may require various forms of mobility.

**SALARY AND CONDITIONS OF EMPLOYMENT**

As determined by the Cobden District Health Service Inc., ANF and HSU Enterprise Bargaining Agreement 2017. As a not-for-profit agency attractive salary packaging options are available.

**PERFORMANCE APPRAISAL**

Conducted by the Hotel Services Supervisor annually.

Regular scheduled meetings will assess progress and achievement of the key performance indicators for this role

**RIGHT TO AMEND**

Cobdenhealth reserves the right to amend the details of this position specification, as it considers necessary to serve the best interests of the organisation.

It is recognised that the said description does not attempt to highlight and/or detail all aspects of the position described, and therefore the duties of the position are not necessarily limited to the contents of this specification.

**AGED CARE ACT**

In accordance with an amendment to the Aged Care Act 1997 and the Sanctions Principles concerning “disqualified individuals”, it is a condition of this offer that you are not a Disqualified Individual and that you agree to provide the necessary information for clearance to be given. Further information on this process is included in the Information/Employment offer pack. Should it be determined that you are a Disqualified Individual, this Offer of Employment will be rescinded and employment shall not proceed.

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**ACKNOWLEDGMENT AND ACCEPTANCE BY APPOINTED EMPLOYEE**

***I certify that I have read and understand all the responsibilities of this position and accept employment as offered.***

Employee Name:	
Signature:	
Date:	