

POSITION DESCRIPTION

POSITION:	Hotel Services - Food and Domestic Service Assistant
ACCOUNTABLE TO:	Care or Department Manager / After Hours Clinical Care Coordinator
STATUS:	Casual
CLASSIFICATION:	WSG 1

INTRODUCTION

Shepparton Retirement Villages (SRV) is a non-for-profit community based organisation that was founded by the Rotary Club of Shepparton back in 1968. Since that time SRV has become the largest provider of aged care services in the Shepparton region.

SRV is responsible for the delivery of care across 301 residential aged care beds, 288 independent living units and 26 aged care packages across the Shepparton Region. Services are delivered across 3 campuses; Rodney Park (Mooroopna), Kialla Gardens and Tarcoola (Shepparton). For further information, visit our website www.sheppvillages.com.au

ROLE STATEMENT

The Housekeeper will be responsible for:

- Maintaining a neat, clean, safe and comfortable home like environment for residents, staff, families and visitors
- Preparation and serving of high quality food and drinks, offering choice and specific dietary requirements
- Maintaining the Food and Domestic Service areas and its equipment in a clean and functioning condition
- Attending laundry services
- All duties as listed on task lists
- Other duties as required

WORKING RELATIONSHIP

This position will report directly to the Care Manager, AHCCC or Oncall Division, however on a day to day basis the team leader will provide directions

KEY SELECTION CRITERIA

Essential Requirements

- Workplace Literacy and Numeracy skills

Desired Requirements

- Chemical Handlers Certificate or attendance at in-service training session provided by Chemical provider
- Certificate relevant to cleaning
- Basic Food Handlers

OUTCOMES STATEMENT & TASKS

The incumbent of this position will be required to perform the following tasks in accordance with Shepparton Villages Values:

Choice - encourage and promote individual choice and independence by:

- Offer choice and variety in menu options
- Enable independence as appropriate in the resident's care and in their environment

Respect - everyone is unique, we listen and demonstrate care and compassion in everything we do by:

Position Description: Housekeeper

- Working collaboratively with management and staff
- Communicate to all parties in a timely and respectful manner
- Respond to enquiries and feedback in a prompt, efficient, empathetic, and supportive manner,

Care - we care and continuously improve what we do by:

- Take responsibility for maintaining high standard of work
- Continuously review and identify areas for improvement
- Ensuring the health, safety and welfare of the residents and staff is priority

Passion - we love what we do and encourage creativity and diversity by:

- Ensure that all mandatory and where possible high recommended training is attended
- Displaying an attitude respect towards the values and policies and procedures of Shepparton Villages

Teamwork – we work together and support each other

- Work with all other staff members to maintain
- Participate in workplace activities for the continuous quality improvement processes of Shepparton Villages

OH&S Responsibilities

- Reports hazards, near misses and injuries immediately
- Uses personal protective equipment as required
- Complete incident reports as required
- Support health and safety representatives
- Comply with risk and safety policies and procedures and instructions
- Contribute to risk assessments
- Participate in training and meetings regarding safety
- Active support and demonstration of manual handling skills
- Works within policy, procedures and accreditation standards

OTHER RELEVANT INFORMATION

- The position is casual
- Flexibility in working hours will be required
- Redeployment all services within the program will be required
- A Police / criminal history check will be required prior to employment and every three years
- Mandatory Training is to be completed annually
- Shepparton Villages is an equal opportunity employer

PERFORMANCE REVIEW

The Housekeeper will participate in performance review six months after appointment and thereafter every two years with the Staff Bank Manager.

TERMS & CONDITIONS

Terms and conditions are provided by the Shepparton Retirement Villages Inc. (trading as Shepparton Villages) ANMF and HSU Enterprise Agreement 2014, and our policies and procedures (as varied from time to time).

INHERENT POSITION REQUIREMENTS

Shepparton Villages has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and can perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others. This role may require the following tasks among other things:

Position Description: Housekeeper

	Tasks	Occasionally (1 - 33%)	Frequent (34 - 66%)	Very frequent (67 - 100%)
Physical	Assisting residents to reposition, transfer and ambulate			
	Standing and walking			✓
	Bending, kneeling, squatting, crouching			✓
	Tasks involving manual dexterity			✓
	Tasks involving pushing and pulling			✓
	Lifting and carrying objects (as per our minimal lift policy)			✓
	Computer work			
	Sitting for extended periods			
	Neck flexion/extension and rotation		✓	
	Climbing stairs, ladders	✓		
	Driving motor vehicles/machinery	✓		
	Walking over uneven surfaces	✓		
	Handling unstable objects or people	✓		
	Exposure to vibration	✓		
Psychosocial	Dealing with distressed staff, residents, families and visitors		✓	
	Working with residents with cognitive impairments and associated behaviours		✓	
	Working with residents at their end of their life	✓		
	Requirement to meet urgent timelines		✓	
	Exposure to distressing situations	✓		
Environmental	Exposure to chemical hazards – dust, gases, fumes, liquids, hazardous substances eg, cytotoxic medication	✓		
	Working in confined spaces			
	Working in temperature extremes and exposure to outdoor elements, eg cool rooms and working outdoors	✓		
	Slippery or uneven surfaces		✓	
	Biological hazards – body fluids, bacteria, infectious diseases	✓		

I acknowledge:

- That I have read and fully understand the Position Description
- I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- I agree that I will participate in a performance review six months after appointment and thereafter every two years with my Manager
- I will be required to work in accordance with Shepparton Villages Values and Behaviours, Code of Conduct and policies and procedures
- Shepparton Villages may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

Position Description: Housekeeper

- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____

Date ____/____/____

(Print Name)

Approved by:	
Issued:	
Reviewed:	