



West Wimmera Health Service Position Description

Position:	Hospitality & Environmental Services Assistant
Location:	Based at Nhill but may be required to work at other sites as mutually agreed upon.
Reporting to:	Chef in Charge
Division:	Hospitality & Environmental Services
Award:	HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2021-2025
Level:	IN13 / IN14

Overview of West Wimmera Health Service

Our community is the heart of West Wimmera Health Service. We are committed to delivering the highest quality health services and ensuring our services meet the needs of our population.

We deliver services across a 22,000 square kilometer region, which is home to nine rural townships including Nhill, Goroke, Jeparit, Kaniva, Rainbow, Natimuk, Minyip, Murtoa and Rupanyup.

Our Purpose – *Great care, every person, every time.*

Our Strategic Goals

Our people – Inclusive, Respectful, Productive

To be a great place to work where everyone contributes and everyone belongs.

Our Care – Safe, effective, Innovative

To fully embrace new technologies and processes that enable world class rural healthcare.

Our Community – Connected, Informed, Healthy

To be fully engaged with the communities we serve, supporting people to live longer, healthier and happier lives.

Our Future – Environmentally Responsible, Economically Secure

To maintain financial sustainability and develop an Environment, Social and Governance (ESG) strategy to align with the Service's operations with established ESG principles.

Our Values



TOTAL CARE

Delivering care that is safe, effective and person-centred, always.



SAFETY

Providing a safe workplace and services free from avoidable harm.



UNITY

Working well together in a great place to work.



ACCOUNTABILITY

Doing the right thing by our stakeholders and ourselves.



INNOVATION

Using our imagination - if there's a better way we will find it.

West Wimmera Health Service acknowledges the Wotjobaluk, Jaadwa, Jadawajali, Wergaia and Jupagalk Nations as Traditional Owners of country and pay our respects to Elders past and present.

We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities

Position Relationships:

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none">• Employees• Manager• Executive Director• Chef in Charge• Patients• Residents	<ul style="list-style-type: none">• Consumers• Community• Visitors

Position Overview:

The Hospitality and Environmental Services Assistant is responsible for cleaning the acute facilities, residential aged care areas and external properties. They assist with preparation, service and delivery of meals for patients, residents, staff, meetings and other functions. They ensure the supplies and equipment in relevant areas are maintained in a safe and sanitary condition in accordance with Department of Human Services Standards and Infection Control Guidelines. They are on a rotating roster over a 7 day period, including weekends and public holidays.

Key responsibilities:

- Maintaining and complying with cleaning standards and Food Safety Guidelines.
- Maintain a high standard of hygiene.
- Ensure strict adherence with West Wimmera Health Service Infection Prevention protocols.
- Communicate effectively with other employees within the facility.
- Liaise and provide assistance with work colleagues and disability-supported employees in a professional manner.

Statement of duties

Professional Practice:

- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc.) and actively promote compliance to any such standards and legislation.
- Comply with all relevant WWHS policies and procedures and any program specific guidelines.
- Attend all required staff meetings and trainings.
- Work in accordance with West Wimmera Health Service's Code of Conduct and demonstrate commitment to the Service's core values.
- Cleaning of all Hospital, Nursing Home, Hostel and external areas in accordance with Cleaning Standard Guidelines, including daily, weekly and monthly duties as specified in checklists in all areas specified from Monday to Sunday.
- Ensure that supplies and equipment are maintained in a safe and sanitary condition in accordance with Department of Health and Human Services Standards and Infection Control guidelines.
- Nhill CSSD – **Nhill Campus only** – cleaning of Theatre and CSSD areas from Monday and Friday.
- Assist with preparation, service and delivery of meals.
- Assist with preparation and serving of morning/afternoon tea and functions to residents, clients, staff and visitors.
- Assist in collating menus for clients/residents.
- Assist with washing, drying and putting away of kitchenware.
- Assist with cleaning of all surfaces as per the service Food Safety Plan and worksheets.
- To have the ability to cope with rapidly changing circumstances and quickly grasp new concepts and embrace change.
- Possess a sound knowledge and work practice relating to infection control policies and procedures.
- To liaise and supervise supported employees where required.
- Other duties as delegated by Chef in Charge or Hospitality & Environmental Services Manager.

Quality, Safety and Risk Management:

- Ensure compliance at all times, with mandatory education competencies by the due date in accordance with WWHS policies and protocols.
- Ensure and take all reasonable care for your personal safety and the safety of patients, consumers, volunteers and colleagues.
- Participate in relevant quality improvement activities as directed by the Executive Director Quality & Safety.
- Identify and report relevant risks including those relating to human resource management, workplace culture and industrial relations and actively work other staff as appropriate to effectively manage such risks.
- Ensure meals are prepared, presented, served and distributed in a safe and hygienic condition in accordance with the Food Act 1984.
- Ensure dry and perishable goods are stored correctly and that work areas are maintained in a clean and sanitary manner in accordance with Health Regulations/Victorian Food Safety Standards and principles of Infection Control.
- Ensure you are aware of the West Wimmera Health Service's emergency procedures.

Communication:

- Maintain a professional and friendly approach in all interpersonal communication with patients, residents, consumers, volunteers and colleagues.
- Ensure effective and open lines of communication with other relevant team members, customers, volunteers and WWHS management staff.
- Maintain confidentiality as per West Wimmera Health Service Policy and in accordance with relevant privacy and health records legislation.
- Demonstrated capacity to effectively give and receive constructive feedback and/or criticism.
- Demonstrated capacity to effectively manage conflict at a personal level and to appropriately escalate matters beyond a personal level.
- Establish, develop and maintain trust and confidence with line managers and direct reports.
- Work effectively consistent with policies and procedures to and agreed performance and behavioural expectations.

Key Selection Criteria**Essential:**

1. Effective communication and organisational skills.
2. Demonstrate ability to work without active supervision.
3. Ability to communicate effectively with other staff, support employees, patients, management and the community.
4. Proven ability to prioritise and be multi-skilled.
5. Demonstrate basic ability to learn and use computer software packages including Microsoft, Outlook, Word, Excel and other software packages as necessary.

Desirable:

6. Knowledge of Health Regulations and Victorian Food Safety Standards.
7. Knowledge of Infection Control Health Regulations.
8. Knowledge and understanding of Department of Human Services Cleaning Standards.
9. Knowledge and understanding of Food Safe Australia.
10. Appropriate training in cleaning:
 - Proficiency in cleaning through on the job training.
11. Appropriate training in preparation and service:
 - Proficiency in kitchen assist duties and food preparation through on the job training.

Pre-Requisites for Employment:

12. NDIS Worker screening clearance.
13. Working with children check.
14. Vaccinated for COVID-19.
15. Influenza vaccination.
16. Australian Driver's License.

Internal Direct Reports:

Hospitality and Environmental Services Manager.

External Direct Reports:

Nil

Appraisal:

- Initial appraisal – 3 months after appointment
- Thereafter – 12 monthly.

Certification:

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

Authorised By Hospitality & Environmental Services Manager:	
Name:	
Signature:	Date:

Position Incumbent Name:	
Signature:	Date: