

POSITION DESCRIPTION

Position:	FOOD AND DOMESTIC SERVICES ASSISTANT
Department:	CATERING AND ENVIRONMENTAL SERVICES
Reports to:	Support Services Manager
Classification:	<i>Food and Domestic Services Assistant (IN13 or IN14 – as relevant)</i>

The Organisation

Omeo District Health (ODH) is a Small Rural Health Service that provides a wide range of health and support services to the local communities including Urgent care, Acute, Transitional, Residential Aged, Primary care and Home-based care.

ODH is located in East Gippsland High Country (Omeo & District) - a gateway to the spectacular Alpine region of Victoria, a lifestyle destination with plenty of opportunities for many outdoor pursuits.

Consistent with its mission, ODH aims to promote and enhance the health and wellbeing of the people of the East Gippsland High Country.

We do so by:

- Reaching out to our local rural community in the planning and delivering of our services
- Building a highly engaged and skilled team of health care professionals and volunteers with a commitment to creating a culture of achievement and service excellence
- Developing sustainable health care service models and ensuring that we comply with our legislative, ethical and statutory obligations and
Investing in strategic partnerships and alliances that help achieve better service outcomes.

ODH is an equal opportunity employer and has adopted a common set of values and code of conduct that drive our everyday work:

- W Wellbeing**
- E Empathy**

- C Creativity**
- A Accountability**
- R Resourcefulness**
- E Excellence**

Our people are at the heart of our organisation. Every day our people make a difference to the lives of our consumers and their families, demonstrating our commitment and care for our community and staff.

We are committed to building a team with a variety of backgrounds, skills, and views. The more inclusive we are, the better our work will be. Creating a culture of Equality is our commitment to our staff, volunteers, and our community.

Department

The Support Services Department ensures the efficient and effective provision of catering, cleaning, laundry, waste management and other domestic services across the organisation. It also oversees building and equipment related services including repairs and maintenance, management of fleet vehicles and the upkeep of various owned or leased / tenanted properties. A range of in-house and contracted personnel are engaged through this department.

Role

Position Summary

The Food and Domestic Services Assistant plays a critical role in supporting delivery of high standards of health service delivery to ODH's consumers. It provides excellent customer service to residents, employees & visitors through the delivery of food, cleaning and laundry services aligned to relevant food safety, infection prevention and control regulations and health and hygiene standards.

To ensure ODH can maintain a high level of business continuity during periods of planned or unplanned leave, it is a requirement of the Food and Domestic Services Assistants to be able to work across multiple areas of responsibility (e.g. food, cleaning, laundry services)

Key Responsibilities and Duties

Food Service responsibilities:

- Assist in the preparation of meals that cater for the personal preferences, medical restrictions, and cultural differences of residents.
- Assist in the preparation of meals for special events or functions
- Prepare drinks and special fluids as necessary for individual residents.
- Prepare meal trays/tables with consideration for the resident's/patient's individual needs and dignity.
- Assist with meal plating, ensuring the presentation, quality and temperature of food served is appropriate for the patient dietary requirements.
- Assist with the delivery of meals and the collection and dismantling of meal trolleys and trays.
- Support the preparation for functions, include the delivery and collection, of food to/from patients/residents, meals on wheels, functions, meetings etc and the cleaning of the associated dishes and utensils.
- Participate in kitchen cleaning duties, such as washing and cleaning of equipment and food preparation areas.
- Assist in other areas of food preparation as required.
- Clear and prepare dishes and cutlery ready for the dishwasher.
- Clear dining and kitchen floors throughout the shift and prior to end of shift.
- Report changes in a resident's appetite or diet requests to the supervisor
- Report any equipment breakdown to the supervisor.
- Ensure all tasks and duty lists are signed off at the end of each shift.
- Use stores appropriately and with due consideration of waste minimisation
- Inform the Cook or Supervisor of shortage in catering or stock items required.
- Ensure stock Rotation and Receivable Dates processes are adhered to and all items dated appropriately
- Participate in food safety standard requirements

Cleaning Service responsibilities:

- Maintain nominated areas in a clean state in accordance with the specified work schedules and cleaning systems. Cleaning to include but not limited to floor care, high dusting, damp wiping, spot cleaning (including walls, doors, glass, bathrooms and toilets, vents and equipment), within agreed time frames and in accordance with the cleaning standards for Victorian health facilities.
- Remove waste, including clinical waste and sharps containers.
- Clean rooms and equipment in room/s according to Standard Operating Procedures
- When required participate with cleans and spills to maintain areas of the health service are in a clean state.
- Ensure adequate quantities of washroom supplies are available within the areas serviced and that dispensers are restocked have the correct expiry date
- Replenish cleaning trolley with consumables at the end of the day for readiness for the next person.
- When required participate with the removal and/or collection of soiled linen, setting up fresh supplies and assist with bed making.

- Where cleaning of tenanted properties is required, ensure that linen is laundered and beds made after each tenancy period.
- Ensure periodic cleaning of whitegoods, windows, high dusting and dry cleaning of carpets

Laundry responsibilities:

- Ensure that residents clothing and other personal items that require on site laundry are attended to in a timely manner. This may include sorting, washing, drying, pressing and folding clothing and other textile items; removing stains from items using the appropriate procedures; performing minor sewing duties as needed
- Relevant infection control standards of processing should be applied to contaminated items
- Keep an updated inventory of laundry detergents and other chemicals and ensure access and use is consistent with the associated material safety data sheets
- Track maintenance and repairs on laundering equipment and ensure that the facility remains clean at all times
- Ensure linen cupboards, storage areas are tidy and clean
- Ensure filters of washing machines and dryers are cleaned after each use
- Ensure bed linen, towels and other linen supplies for the facility is monitored, rotated and distributed to ensure optimal stock levels are maintained at the point of use
- Report linen quality issues and take action to address area of improvement
- Ensure appropriate receptacles are in place and used to ensure safe handling of soiled linen within the organisation and to / from the loading dock

General responsibilities:

- Participate in quality assurance and related programs, including keeping records and undertake relevant audits
- Attend relevant department meetings and training session

Occupational Health and Safety

- Promotes a safe working environment by identifying and reporting hazards.
- Ensure work practices are implemented in accordance with ODH's Occupational Health & Safety policies

Legislation, Regulations and Standards

- Comply with the requirements and compliance responsibilities of relevant legislation, regulations and standards where they directly impact on the service activity and delivery of care.

Privacy, Dignity & Confidentiality

- Recognise and respect consumer right to privacy, dignity and confidentiality.
- Demonstrate a commitment to and understanding of the Information Privacy Principles concerned with empowering individuals to manage, as far as practicable, the collection, use and dissemination of personal information about themselves.

Workplace culture

- Establish positive and productive working relationships within the organisation and externally
- Model and incorporate ODH values and behaviours outlined in ODH's code of conduct into all aspects of work practice and communications
- Encourage a positive workplace culture supported by respectful and non-discriminatory practices

Professional Development

- Maintain knowledge required for the performance of the position.
- Complete ODH Mandatory Education Training annually.

Commitment to the organisation's values

ODH has adopted a common set of values across the organisation and developed associated behaviours around these values. Selection will be based on assessing demonstrated performance of the skills, knowledge, behaviours and other personal qualifications relevant to the role.

Key Selection Criteria

Customer service

1. Demonstrates excellent customer service
2. Ability to prioritise workload to meet deadlines and manage changing priorities

Communication

3. Sound oral and written communication skills
4. Demonstrated ability to work with confidential and sensitive information

Teamwork

5. Demonstrate ability to align to the organisation's values.
6. Demonstrate flexible and enthusiastic attitude towards undertaking a variety of tasks within a team

Continuous improvement

7. Demonstrated knowledge and commitment to Quality Improvement
8. A commitment to ongoing education of self and colleagues

Desirable

- Previous experience and knowledge of food safety, laundry and/or cleaning standards is highly desirable.

Risk Assessment / Job Analysis

Under Occupational Health and Safety, potential risks associated with this position are detailed below. Employee familiarity and compliance with emergency procedure codes apply to all areas of the organisation.

Aspects of Normal Workplace	Frequency
<u>Work Environment</u> <ul style="list-style-type: none"> • Manage demanding and changing workloads and competing priorities. • Work a flexible roster with the possibility of extended hours. • Sitting at the computer or in meetings for extended periods of time. • Work in a team environment and at times independently. • Exposure to Substances. Hazardous substances are part of the hospital workplace (e.g. blood). Protective equipment and procedures are in place to prevent contact. 	Continual Continual Occasional Regular Regular
<u>Work relationships</u> <ul style="list-style-type: none"> • Work within a team environment • Professional interaction with medical nursing and admin staff • Interact with staff from other health service/organisations • Interact with members of the public • Interact with patients and relatives 	Continual Regularly Regularly Regularly Continual

Performance Review:

Six months after commencement of employment, then annually thereafter.

I,

Agree to undertake the duties as specified in the position description, and accept the appointment in accordance with the responsibilities stated above. My signature acknowledges confirmation of the terms and conditions offered.

As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organization's policies and procedures.

Signature: _____ Date:/...../.....