

## POSITION DESCRIPTION

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<b>Position:</b>	<b>FOOD &amp; DOMESTIC SERVICES ASSISTANT</b>
<b>Salary Range:</b>	As per agreement
<b>Time Fraction:</b>	As per contract
<b>Reports to:</b>	Food & Domestic Services Supervisor
<b>Award:</b>	<i>Victorian Public Health Sector (Health and Allied Services, Managers &amp; Administrative Workers) Single Interest Enterprise Agreement 2016 – 2020</i>
<b>Department:</b>	Food & Domestic Services
<b>Position Tenure:</b>	As Contracted

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### OUR MISSION:

**To promote and enhance the health and wellbeing of the people of the East Gippsland High Country**

### STRATEGIC PILLARS AND KEY OBJECTIVES:

#### Healthy Community

Reach out to our local rural community in the planning and delivering of our services

#### Quality Care & Safety

Deliver first class care to our clients, community and key stakeholders

#### People & Culture

Build a highly engaged and skilled team of health care professionals and volunteers with a commitment to creating a culture of achievement and service excellence

#### Sustainable Services

Develop a fully sustainable health care service model to fund future growth and investment in new markets and emerging technologies

#### Effective Governance

Create a comprehensive and accessible governance framework that ensures compliance with our legislative, ethical and statutory obligations

#### Collaborative Partnerships

Invest in strategic partnerships and alliances that allow us to achieve better outcomes for our service

### OUR VALUES – WE CARE



**At ODH we are an equal opportunity employer offering a totally smoke free workplace**

## **Key Selection Criteria**

Omeo District Health is an equal opportunity employer. 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.

### **Essential**

- Certificate in Safe Food Handling
- Sound understanding of the English language
- Demonstrated ability in prioritising workload to meet deadlines and manage constantly changing priorities.
- Demonstrated experience and the ability to work efficiently with a wide range of stakeholders
- Ability to enhance the front line customer service and ODH profile in the community.
- Experience and commitment to quality improvement.
- Understanding of the role of policies and procedures within an organisation.
- Ability to work independently and initiate and work in a creative and flexible manner.
- Demonstrated ability to work with confidential and sensitive information.
- Physical ability to undertake manual handling duties.
- Demonstrated skills in working to tight timelines and working under pressure in a rapidly changing environment.
- Current driver's license.
- Current National Police check

### **Desirable**

- Certificate III or IV Community Services (Aged Care) or recent extensive Residential Aged Care experience would be an advantage.
- First Aid Certificate
- Industrial cleaning experience and some knowledge of cleaning chemicals and their use.
- Experience in the Health Industry relevant to the Food & Domestic Services department.

## **Position Summary**

To provide timely delivery of quality patient meals and ensure a clean, safe and hygienic environment is maintained to the highest level at all times. To ensure a safe, secure and happy living environment for residents.

This position works in conjunction with other members of the Food & Domestic Services Department to ensure the internal objectives of the Department are met and service standards maintained. Clients of this service are inclusive of all residents, patients, staff members and visitors.

## **Key Responsibilities and Duties**

### **07:30 – 13:30 Kitchen Shift**

- Assist the Cook with preparation of and delivery of client meals.
- Prepare and dispense morning tea trolley to clients ensuring client needs are met at all times.
- Ensure that all food and beverage needs of clients are met at all times.
- Undertake kitchen and all meal area cleaning requirements according to the Food Safety Plan.

### **14:00 – 20:00 Kitchen Shift**

- Dispense afternoon tea to clients ensuring special drinks are provided as required.
- Actively participate in the planning, preparation and delivery of client meals, provide assistance in assuring that all meals are presented in an attractive and appetising manner whilst meeting all nutritional requirements.
- Plan and delivery meals for clients with special dietary needs in consultation with the Food Safety Supervisor (Cook) as needed.
- Collect meal trays and trolleys to be returned to the kitchen area.
- Participate in regular reviews of menus.
- Determine and advise the Food Safety Supervisor (Cook) of stock required and on delivery store appropriately ensuring stock rotation.
- Report changes in client dietary habits to Food Safety Supervisor (Cook).
- Undertake kitchen and all meal area cleaning requirements according to the Food Safety Plan.

**Duties during all domestic shifts are to be carried out in accordance with organisational cleaning procedures and Standards. Including those standards as directed by the Infection control nurse. A clean work environment is to be maintained at all times throughout the entire hospital. Maintain cleaning schedules and complete daily checklists.**

### **3hr Domestic Shift**

Ensure all non-clinical & clinical areas are clean as per cleaning schedules and daily checklists. I.e.: Vacuum & mop floors, remove all rubbish from bins, dust, wash inside windows following areas:

- Medical Centre
- Reception / main entrance
- Emergency & public toilets
- Rooms 3 & 4
- Administration offices

### **8hr Domestic Shift**

Ensure all non-clinical & clinical areas are clean as per cleaning schedules and daily checklists. i.e. Vacuum & mop floors, remove all rubbish from bins, dust, wash inside windows following areas:

- Dental clinic
- Resident living areas
- Resident rooms and bathrooms
- Public toilets

### **Staff accommodation & Dr's House Domestic Shift**

- Ensure all rooms of the Crisp Street accommodation, staff quarters at ODH and the Dr's residence are kept to a high standard of cleanliness.
- Report any maintenance requirements to the maintenance team at ODH.
- Ensure all rubbish is removed from the external buildings.
- Collect the dirty linen from the staff quarters at ODH and Crisp Street residence and return it to the hospital. Ensure that the Dr's house linen is washed dried and replaced.
- Re-stock cleaning products as needed by you at Crisp Street residence.
- Provide scourers and wash cloths for the use of occupants.

## **Organisational Keys**

### **Customer Service**

- Deliver services that reflect the Organisation's mission statement and values with a strong focus and commitment to Customer Service.

### **Privacy, Dignity & Confidentiality**

- Recognise and respect each Resident's/Patient's/Client's 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.

### **Team Contribution**

- Demonstrate commitment to co-operation and a team approach, while exhibiting a positive, strong personal contribution to maximising the performance outcomes of the relevant program / area and ODH as an organisation.

### **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.

### **Occupational Health and Safety**

- Ensures that work practices are carried out in accordance to the Occupational Health & Safety policies of the organisation.
- Promotes a safe working environment by identifying and reporting hazards.

### **Infection Control Statement**

- All employees of ODH will assess the risk of any potential infectious incident, both staff and client generated and utilise the appropriate actions as outlined in the Policy Manual.
- All employees of ODH will report any infectious risks or incidents to their supervisor.

### **Quality and Safety Activities**

- Actively participates in the organisation's quality program.
- Assists in the evaluation of effectiveness of services being delivered.

### **Professional Development**

- Participates in annual performance review and development program.
- Maintain knowledge required for the performance of the position.
- Attend ODH Mandatory Education Training annually.

### **Health Literacy**

- ODH is committed to the principals of Health Literacy and requires staff to adopt a range of health literacy strategies into their work practices.

**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.

<b>Aspects of Normal Workplace</b>	<b>Frequency</b>
<u>Work Environment</u> <ul style="list-style-type: none"> <li>• Manage demanding and changing workloads and competing priorities.</li> <li>• Work office hours with the possibility of extended hours.</li> <li>• Sitting at the computer or in meetings for extended periods of time.</li> <li>• Work in a team environment and at times independently.</li> <li>• Work in locations geographically separated from the main facility.</li> </ul>	Continual Occasionally Occasionally Regularly Occasionally
<u>Work Activity</u> <ul style="list-style-type: none"> <li>• Undertake administrative tasks including intensive computer / keyboard work, filing, writing, participating in meetings, concentrating for long periods of time (regular, daily basis)</li> <li>• Use of technology including photocopiers, telephones including mobiles, fax, overhead projectors, televisions, video, electronic white boards, drill presses and guillotines.</li> <li>• Undertake manual handling of equipment (eg, lifting, pulling, pushing, transferring, twisting) on a daily basis.</li> </ul>	Occasionally  Occasionally  Continual
<u>Work relationships</u> <ul style="list-style-type: none"> <li>• Work within a team environment</li> <li>• Professional interaction with medical nursing and admin staff</li> <li>• Interact with colleagues and other hospital staff</li> <li>• Interact with members of the public</li> <li>• Interact with patients and relatives</li> </ul>	Continual Continual Continual Continual Continual

**Performance Review:**

Six months after commencement of employment, then annually thereafter. Interim reports are completed after every six months or less, as determined by the Department Line Manager and Chief Executive Officer / Director of Nursing.

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: ...../...../.....