

**AMINYA VILLAGE HOSTEL**  
**JOB DESCRIPTION**

**Title:** Hotel Services Worker  
**Award/Classification:** Health Services Employees Award  
**Department/Section:** Hotel Services

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**1. Objectives of Position**

Assist with the preparation and delivery of high quality meals and daily cleaning needs to the residents' environment and common areas, in accordance with quality assurance standards and the policies and procedures of Aminya Village Hostel.

**2. Reporting/Working Relationships**

Responsible to the Hotel Services Supervisor. Daily contact required with Nursing staff, Residents and members of the public.

**3. Key Responsibilities**

**3.1 Quality Management**

- 3.1.1 Under the direction of the Hotel Services Supervisor ensure that cooking, meal preparation and presentation (including special dietary requirements) meet Residents' needs and are performed in accordance with quality assurance standards.
- 3.1.2 Assist with the delivery of meals to residents.
- 3.1.3 Ensure that all processes meet quality assurance standards for accreditation and hygiene and cleanliness standards.
- 3.1.4 Carry out daily cleaning services activities as required; ensuring work is performed in accordance with quality assurance standards.
- 3.1.5 Collection and delivery of laundry.
- 3.1.6 Participate in the implementation of quality assurance and other programs in work area.
- 3.1.7 Within range of own duties be responsible for the minimising of stock and equipment wastage.

**3.2 Occupational Health & Safety**

- 3.2.1 Adhere to defined occupational health, safety and welfare policies and procedures related to the work being undertaken in order to ensure own safety and that of others in the workplace.
- 3.2.2 Comply with all policies and procedures required of employees and participate in training programs.

3.2.3 Identify areas of workplace health and safety which can be improved making recommendations to the Hotel Services Supervisor.

### **3.3 Equal Employment Opportunity**

3.3.1 Comply with Equal Opportunities and Disability Discrimination legislation to ensure a workplace free from Discrimination.

3.3.2 Conversant with and comply with organisational policies.

### **3.4 Communication/Work-team Relations**

3.4.1 Participate as a team member in providing catering and cleaning services.

3.4.2 Contribute to harmonious and collaborative staff relations.

3.4.3 Where necessary, report staff issues to the Hotel Services Supervisor.

### **3.5 Professional Role**

3.5.1 Comply with all relevant Codes of Conduct within Competencies Code for Hotel Services staff.

3.5.2 Intervene when policies or practices impede or contravene the law and report to the Hotel Services Manager any incidents of unsafe practice or unprofessional conduct in the provision of catering and cleaning services.

3.5.3 Practice within own abilities and qualifications.

3.5.4 Participate in activities designed to maintain or improve the quality of Hotel Services.

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## **PERSONAL SKILLS**

### **1. Education**

AQF Certificate III an advantage or the commitment to study towards Certificate III.

### **2. Experience and Knowledge**

2.1 Experience in Hotel Services.

2.2 Able to perform a variety of cooking and domestic cleaning tasks, and to use different equipment.

2.3 And understanding of the requirements of occupational health safety and welfare, as it applies to catering and cleaning services.

2.4 Experience in working in a catering services environment and in preparing a variety of foods.

2.5 Familiarity with a variety of cooking techniques and various machines and procedures within a kitchen environment.

2.6 Knowledge of the requirement of the Occupational Health Safety and Welfare Act, food handling and hygiene.

**3. Ability/Aptitude Skills**

3.1 Capacity to work as part of a team.

3.2 Ability to work under minimal direction.

3.3 Ability to communicate verbally and in writing and to follow written instructions.

3.4 Ability to relate to other people, including residents of the Facility.

**4. Special Conditions**

4.1 Current motor vehicle license is required.

4.2 Current Police check.

***Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation with staff, as necessary. Job Descriptions and staff performance will be reviewed regularly.***

Signed: ..... Date: .....