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| Mid Murray Homes for the Aged Inc  POSITION DESCRIPTION | | | | | |
| Position Details | | | | No. | 1 |
| **Position Title:** | | Hotel Services Worker | Employment Status: Continuing/Temporary/Casual | Permanent | |
| **Division:** | | Mid Murray Homes for the Aged | FTE: Full-time/Part-time | Part Time | |
| Business Unit: | | Aminya Residential Aged Care - Hotel Services | Award /Level or Grade Mid Murray Homes for the Aged Incorporated Non- Nursing Employees Enterprise Agreement 2017 | Aminya EA 2017 | |
| Reports To: | | Manager, Hotel Services | **Date Last Reviewed:** | 18 September 2020 | |
| Direct Reports: | | Nil | | | |
| Relationships Internal: | | This position is required to have effective relationships and communications with all staff and residents. | | | |
| Relationships External: | | The position interacts and communicates with all stakeholders in the aged care sector, including Hospitals and the broader community, the service sector including contract service providers, this includes liaison with community networks with a range of external agencies, service providers, business authorities and all cultures including homeless and vulnerable sectors of the community. | | | |
| Aminya Values | | | | | |
| **Vision**  **Mission**    **Philosophy** | Our vision is to be recognised as an organisation which promotes a positive and innovative environment for our resident’s by ensuring the delivery of high quality care services through consultation and quality management  Our mission is to promote and enhance the quality of life of the residents entrusted to our care. The following statements support our commitment to our mission:   * Our residents are treated with dignity and respect * Our residents feel safe and secure in their home * Our resident’s religious and cultural identity is respected and nurtured * Our resident’s sexual expression, sexual orientation and intimate preferences are respected and supported * Our residents receive an appropriate standard of care to meet their individual needs without encroaching on their right to maintain their independence * Our residents are supported to conduct activities that carry an element of risk through consultation and risk mitigation strategies * Our residents’ privacy and confidentiality is upheld * Our residents are always treated as individuals; and acknowledged as the experts in their own care.   It is our belief that the residents of Aminya should continue to live a fulfilling and purposeful life by maintaining their relationships, preferences and individuality.  It is our hope that each and every resident will consider Aminya to be their home. | | | | |
| Primary Purpose of Position | | | | | |
| The Hotel Services Worker is focussed on 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.  With timely maintaining of efficient and effective managing of day to day services, in accordance with all legislative requirements, best practice and quality assurance. The aim is to also facilitate improved service cooperation and coordination within Aminya’s Hostel and village community.  The Hotel Services Worker reports directly to the Manager, Hotel Services and works daily with and in conjunction with the Aminya nursing staff, to support the residents, their families and members of the public maintaining a level of service that supports the work of organisations striving to assist frail older people and their carers living in the community.  The key focus is to support all the staff with their engagement with the residents in Mid Murray Homes for the Aged Inc. care, in consideration of their daily needs and expectations. This is underpinned by a philosophy of wellness and enablement and to maximize independence, that facilitate collaborative regional links, engage and support aged care service stakeholders and contribute to sector support and development in the delivery of high quality entry level care services for clients. | | | | | |
| Process and Service Responsibilities | | | | | |
| * Aged Care Sector and Community Stakeholder Support | | | | | |

**PERSON SPECIFICATION**

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| **Criterion** | **Description** |
| **Qualifications** |  |
| **Experience** | * Experience in Hotel Services * Able to perform a variety of cooking and domestic cleaning tasks utilising different equipment * An understanding of the requirements of Work, Health & Safety (WHS) as it applies to catering and cleaning services * Experience in working in a catering services environment and preparing a variety of foods * Familiarity with a variety of cooking techniques and various machines and procedures within a kitchen environment * Commitment to the promotion of a culture of continuous improvement * Knowledge of the requirement of the WH&S Act, food handling and hygiene * Experience in staff, resident and visitor consultation and interaction |
| **Knowledge** | * Knowledge must be proficient in food preparation, food hygiene, housekeeping/cleaning services and understanding of relevant legislation, policies and procedures * Commitment to service ethics and personal service excellence * Commitment to quality and internal/external customer service delivery * Commitment to ongoing professional development * Good oral and communication skills * Knowledge or understanding of industry regulations * Knowledge and ability to work with a diverse range of staff, residents, visitors and contractors * Current knowledge or understanding of aged care sector reforms * Department of Health and Ageing Accreditation Standards * Risk Management Principles as they apply to daily duties performed in the aged care sector * Compliance to Food Safety Programs, regulations and legislation * Work Health & Safety, training, corrective and preventative action |
| **Skills and Personal Attributes** | * Capacity to work as a member of a team * Ability to work under minimal direction * Ability to manage time efficiently and effectively * Ability to communicate verbally and in writing * Able to follow written and verbal instructions * Ability to relate to other people including residents of Aminya * Honesty and integrity in all communications * Ability to develop successful client relationships with Aged residents * Reliable, honest and conscientious * Have an eye for detail, deliver high quality work * Highly motivated * Established capability to work independently and be self-motivated * Ability to present as polite and professional at all times * Possess flexibility, adaptability and versatility of approach to handle changing work requirements and the ability to support others in an environment of change * Ability to demonstrate empathy with the needs of stakeholder groups * Ability to approach aged care issues from a flexible and creative framework and to recommend changes in tasks as required * Ability to liaise with staff and all other stake holders on a day to day basis * Ability to work as directed by the Manager, Hotel Services or independently. * Ability to handle stressful situations by redirection to senior nursing or administration staff * Interpersonal skills which foster the co-operation and support of others and which emphasises and encourage a customer focus |
| **Relevant Legislation** | * Equal Opportunity Act 1984 * Work Health & Safety Act 2012 * Aged Care Act 1999 * Aged Care (LLLB) Act 2013 * Other relevant legislation pertaining to the role |
| **Specific Job requirements** | **Quality Management**:   * Under the direction of the Manager, Hotel Services, ensure that cooking, meal preparation and presentation (including special dietary requirements) meets residents’ needs and are performed in accordance with quality assurance standards * Assist with the delivery of meals to residents * Ensure that all processes meet quality assurance standards for accreditation, hygiene and cleanliness standards * Carry out daily cleaning service activities as required and ensuring that work is performed in accordance with quality assurance standards * Collection and delivery of laundry (to be placed in the resident’s room for Resident/Carers to put away) * Participate in the implementation of quality assurance and other programs * Within range of own duties be responsible for the minimising of stock and equipment wastage   **Equal Employment Opportunity**   * Comply with Equal Opportunities and Disability Discrimination legislation to ensure the workplace is free from discrimination * Conversant with and comply with organisational policies and procedures   **Communication/Work Team Relations**   * Participate as a team member in providing catering & cleaning services * Contribute to harmonious and collaborative staff relations * Where necessary, report staff issues to the Manager, Hotel Services   **Professional Role and Responsibilities**   * Comply with all relevant Codes of Conduct within Competencies Code for Hotel Services staff * Intervene when policies or practices impede or contravene the law and report to the Manager, Hotel Services any incidents of unsafe practice or unprofessional conduct in the provision of catering and cleaning services * Undertake work within own abilities and qualifications * Participate in activities designed to maintain or improve the quality of Hotel Services * In consultation with the Manager, Hotel Services, identify own personal performance strengths and opportunities for improvement at annual staff performance management reviews. Improvement opportunities identified will then lead to developing goals and strategies to work with appropriate staff to achieve performance measures and skill development * Monitor and report to management (confidentially) fellow staff performance, to rectify unsafe practices or unprofessional conduct that may require action * Assist in the orientation and training of new staff as they join the Aminya team as directed * Participate in organisational wide staff development by identifying of staff skills, education and training shortfalls, communicate findings to include in own annual staff development program * Responsible for maintaining meticulous cleanliness and tidiness of kitchen areas * Explanation to the care staff all the relevant contributing factors * Perform all other duties as required, as the above list of job requirements does not adequately cover the exhaustive list of all responsibilities and activities required of this position |
| **Authorisations and Delegations** | Authorisations and delegations are in accordance with the appropriate Acts,  Regulations, Aminya Guidelines and the Aminya's Register of Authorisations and Delegations. |

**KEY RESPONSIBILITIES**

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| Support the aged care sector in the Murraylands & Riverland to implement superior aged care service levels | * Facilitate coordinate and/or deliver catering and housekeeping services * Actively participate in developing and maintaining resident menu plans * Regular review and maintaining of cleanliness and tidiness in all areas of Aminya |

**ORGANISATIONAL RESPONSIBILITIES**

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| **Key Result Areas** | |  |
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| **General conditions of employment** | * Aminya is an Equal Employment Opportunity employer and promotes equal employment opportunities and diversity within its workplace * Aminya provides a smoke free environment. Smoking on premises is prohibited. * Enterprise Agreements apply to various occupational groups that outline specific terms and conditions in conjunction with Award conditions | |
| **Policies and procedures** | The role is performed in accordance with Aminya’s Policies and Procedures and the Code of Conduct for Employees. | |
| **Work health and safety** | Employees have a legal obligation to take steps to protect themselves from risks to health and safety and make sure they do not cause a risk to others through any act or omission. In particular an Employee is required to:   * Carry out their roles and responsibilities as identified in the Aminya’s WH&S and Injury Management policies and procedures. * Comply with the requirements of the WH&S Act 2012 * Actively contribute to consultative and participative arrangements for the management of WH&S and Injury Management. * Undertake training provided to protect the Employee’s health and safety whilst at work. * Follow reasonable instructions and follow Standard Operational Procedures, Standard Work Method Statements and Safe Work Plans designed to protect the Employee’s health and safety and the health and safety of others. * Have a sound understanding of human resource principles with regards to training and development, equal opportunity and WH&S and associated policies. * Actively participate in identifying and rectifying WH&S issues as and when they may arise | |
| **Financial responsibilities** | * Conduct, support or assist with (as relevant to the role) the preparation, monitoring and reporting of Business Unit annual budgets and business plans * Strictly apply Aminya’s Procurement and Financial Delegation policies and guidelines to obtain goods and services for Aminya (if and as the position requires). | |
| **Records management responsibilities** | Employees have an obligation to meet the requirements of the State Records Act, to comply with Aminya’s Records Management Policy, Procedures and Standards and to properly use Aminya's Records Management Systems | |

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| **SIGNATURE:** | |
| **Employee:** |  |
| **Business Manager:**  Or Authorised Delegate | Simone Bailey |
| **Date:** |  |