

# POSITION DESCRIPTION



<b>Position Title</b>	Catering – Cleaning Assistant
<b>Position Number</b>	
<b>Department</b>	Support Services
<b>Classification</b>	IN13 - Food and Domestic Assistant Grade 1 IN14 - Food and Domestic Assistant Grade 2 (after 3 months)
<b>Agreement</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025
<b>Reports to:</b>	Catering and Environmental Services Coordinator

## Position Purpose:

Under the direction of the Catering and Environmental Services Coordinator this role is responsible for the provision of food and cleaning services to meet the individual needs of patients / residents in the designated department or facility.

## Department / Unit Specific Overview

East Grampians Health Services success is underpinned by the work of our support services based across both Ararat and Willaura campuses. These include kitchen and food services, cleaning, maintenance, aged care, building and environmental maintenance. Additionally, EGHS operates and maintains its own café (Café Pyrenees) available to all staff, patients, visitors and the wider community. Each of these program areas are vital to ensuring the safe, efficient and welcoming environment of EGHS.

## Our Values



### Integrity

We value integrity, honesty and respect in all relationships



### Excellence

We value excellence as the appropriate standard for all services and practices



### Community

We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background



### Working Together

We value equally all people who make a contribution to EGHS to achieve shared goals



### Learning Culture

We strive to continually lead and develop through education, training, mentoring and by teaching others.

## Organisational Context

East Grampians Health Service (EGHS) is a rural health service located in Ararat and Willaura in Western Victoria. EGHS is an integral part of a thriving community and is committed to providing quality health and wellbeing services to people of all backgrounds.

Serving a diverse community, EGHS delivers an extensive range of acute, residential, home and community based services. We strive to continually improve our services to best meet the needs of our patients, consumers and the community.



## Our Vision

East Grampians Health Service will improve the health, wellbeing and the quality of life for our community.

## Our Purpose

To meet people's health needs through leadership, strong partnerships and wise use of resources.

## Strategic Actions

See [Strategic Plan 2023 – 2027](#).

## Organisational Responsibilities

- Be aware of and work in accordance with EGHS policies and procedures, including:
  - [Victorian Public Sector - Code of Conduct](#)
  - [Confidentiality, Security and Management of Information - SOPP 24.02](#)
  - [Hand Hygiene - SOPP 70.18](#)
  - [Occupational Health and Safety - SOPP 72.09](#)
  - [Person Centred Care - SOPP 60.20](#)
  - [Safety - SOPP 72.13](#)
  - [Performance Development policy - SOPP 35.27](#)
  - [Risk Management - SOPP 74.01](#)
  - [Child Safe – SOPP 57.24](#)
- Be respectful of the needs of patients, consumers, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
- Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates to your area of work and associated accreditation.
- Undertake other duties as directed that meet relevant standards and recognised practice.
- Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check. Also provide a National Disability Insurance Scheme (NDIS) worker check or the necessary details (if required).
- Identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients, consumers and visitors
- Contribute to a positive and supportive learning culture and environment for health professional students and learners at all levels.
- Participate in all mandatory education and orientation sessions as outlined by EGHS.

East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.



## **Responsibilities and Major Activities**

- Preparation, serving, presentation and delivery of food and refreshments
- Receive and store kitchen supplies
- Clean and maintain kitchen premises
- Comply with health, safety and security procedures
- Recognise and seek assistance from other staff members when tasks fall outside ability or scope of practice
- Undertake delegated tasks effectively and appropriately
- Participate in team work through effective collaboration and communication processes
- Adheres to the duty list of the rostered shift
- Comply with health service policy regarding uniform and punctuality
- To provide and maintain a high quality standard of cleanliness within East Grampians Health Service
- Ensure that all patients, clients, visitors and staff are treated with respect, dignity and courtesy in an environment that is free from harassment and discrimination
- Work across the full spectrum of health care services and relate positively to a wide range of people
- Undertake all duties as described in the relevant work schedules
- Basic orderly, portering and courier functions within a hospital environment
- Maintaining an adequate standard of documentation for task completion
- Follow infectious control guidelines

## **Aged Care – Montessori Model of Care**

People with dementia and those who have a cognitive impairment are often confronted with what they can no longer do or with the mistakes they make. Montessori principals are designed to focus on what they can still do. This is a person-centred approach focusing on the person's capabilities, capturing their interests and showing them respect.

- Come to work with a positive attitude
- Wear your name badge
- Works with the team, the principals of Montessori and the prepared environment by supporting resident/client dignity and choice in their roles, leisure and lifestyle activities and activities of daily living.

## **Key Performance Indicators**

- Participate in the annual performance appraisal process
- Delegated tasks achieved in accordance with guidelines and procedures
- Feedback from staff and customers indicate that contributions made are effective
- Participate in annual personal development plan.
- Accuracy and timeliness of work completed.

## **Key Selection Criteria**

### **Essential Criteria:**

- Capacity to work independently and as a member of a multidisciplinary team
- Basic or advanced Food Handling courses to meet the Food Safety requirements
- Self-reliant, motivated and innovative with the ability to respond to a situation where a high level of professional autonomy exists, whilst working within EGHS policies and protocols



- Commitment to quality, best practice and environmental safety
- Demonstrates Quality Customer Service
- Excellent communication, negotiation, organisational and time management skills
- Able to liaise across the full spectrum of health and welfare services and relate positively to a wide range of people
- Knowledge of occupational health and safety and hygienic work practices
- Work in a safe manner according to documented procedures and guidelines
- Respect patient privacy and confidentiality

### Desirable Criteria

- Experience working within a health service industry
- Passion for food
- Knowledge and understanding of infection control principles
- Knowledge and understanding of hand hygiene principles

Must comply to having or completion of:

- National Police Check (renewed every 3 years)
- Working with Children Check (renewed every 5 years)
- Immunisation requirements (annually)

### Acknowledgement

Employee Name	
Employee Signature	Date
Manager Name	
Manager Signature	Date
Developed Date (MM,YY)	09,2020
Developed By Name	
Developed by Title	Director of Support Services

