POSITION DESCRIPTION

Position Title	Cleaner / Porter
Position Number	N6018
Department	Support Services
Classification	KG4 – Hospital Attendant
Agreement	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2025 – 2027
Reports to:	Director Support Services Manager Support Services

Position Purpose:

To provide and maintain high quality cleaning, orderly, porterage and courier functions within a hospital environment at East Grampians Health Service.

Department / Unit Specific Overview

East Grampians Health Services success is underpinned by the work of our support services at both Ararat and Willaura campuses. These include kitchen and food services, cleaning, supply, building and environmental maintenance. Additionally, the EGHS Ararat campus 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.

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.

Responsibilities and Major Activities

- 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
- Locking down of the Health Service, checking internal and external surrounds of all buildings
- Code Grey team member attending code grey incidents as required
- Basic orderly, porterage and courier functions within a hospital environment
- Maintaining an adequate standard of documentation for task completion
- Participate in portering duties for patients/residents between wards for procedures and medical imaging
- Participate in the cleaning of patient's rooms and clinical areas
- Undertake all duties as described in the relevant work schedules
- Follow infectious control guidelines

Key Performance Indicators

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

Key Selection Criteria

Essential Criteria:

- Capacity to work independently and as a member of a multidisciplinary team
- Self-reliant, motivated and willingness to respond to situations where a high level of professional autonomy exists whilst keeping within EGHS policies and protocols
- Strong communication, organisational and time management skills
- Demonstrate commitment to working flexibility to achieve job requirements
- Able to work under pressure and remain calm in challenging situations
- Works well within a team setting with an excellent approach to staff, patients and residents
- 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

- 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, safety, hygienic and work practices
- Work in a safe manner according to documented procedures and guidelines

Desirable Criteria

- Reliability and flexibility to work various shifts in a 24 hour, seven day a week roster which includes weekends and nights is a key part of the role.

Must comply to having or completion of:

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

Acknowledgement

Employee Name	
Employee Signature	Date
Manager Name	
Manager Signature	Date
Developed Date (MM,YY)	March 2025
Developed By Name	Ann Grierson
Developed by Title	Manager Support Services