



Job & Person Specification

Hospitality Assistant

Code	HSJD008
Classification	Aged Care Award 2010
Reports to	Chef Manager
Approved by (Name)	Jane Pickering
Approved by (Signature)	
Date of Approval	<u>2/3/18</u>

I have read the content of this Job and Person Specification and agree that I have the ability and commitment to meet the requirements of the position in addition to upholding the Purpose and Values of Eldercare.

Acknowledged by Employee	<u>[acceptance status]</u>
Name of Employee	<u>[candidate name]</u>
Date of Acknowledgement	<u>[acceptance date]</u>

Last Review	15/08/2017	Next Review	3/02/2020	Status	Published
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Eldercare

Our Purpose

Delivering peace of mind with our care.

Our Values

Respect

Value in Action - We protect the dignity, rights and values of individuals

All people are important to Eldercare and everyone deserves to be respected in accordance with our founding Christian principles.

Diversity of experience, culture and opinion is valued and encouraged.

How we go about things is just as important as what we do. We protect the dignity, rights and values of individuals.

Our services encompass mind, body and spirit and aim to build well-being and resilience.

Accountability

Value in Action - We are all responsible for working safely and with integrity

Eldercare is known as a safe and reliable organisation. Residents, clients, their families and friends rely on Eldercare to care for the people that they love with respect and dignity. We have a role to play in providing residents and their families with peace of mind.

Eldercare is committed to serving the community for the long term so our decisions are made.

We display collaborative leadership throughout our organisation and we learn from our mistakes.

We continually strive to improve and respectfully challenge the status quo with improvement in mind.

All our actions are focused on maintaining the integrity of our commitments. Each of us at Eldercare is responsible for our own behaviours for ensuring the best quality care is provided and for the success of the organisation.

Connection

Value in Action - We develop vibrant and supportive relationships based on warmth and generosity

We create environments where warmth and generosity are present. We reconnect residents with their own purpose and meaning and do everything we can to help them live a fulfilling life.

We are committed to building vibrant, supportive and connected retirement living and residential care communities where resident choice is paramount and the uniqueness of each resident is discovered.

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Our Diversity & White Ribbon Commitment

Eldercare welcomes diversity. Regardless of their culture, religion, spirituality, age, gender, sexuality, disability, socio-economic background or personal experiences, our people are included and respected.

Eldercare encourages respectful relationships and does not accept any form of gender-based violence in the workplace.

Eldercare is committed to preventing violence against women and is proud to be a White Ribbon Accredited Workplace to support victims of abuse.

All employees can expect to receive fair and equal treatment and to be free from discrimination in all aspects of their life with Eldercare.

JOB SPECIFICATION

Summary of the broad purpose of the position in relation to organisation goals

The Hospitality Assistant is responsible for

Assisting with the provision of hotel services to the site. This includes:

- laundry services, per infection control and laundry practice standards,
- maintaining adequate standards of hygiene and tidiness when cleaning residents' rooms, community and public areas, kitchen and laundry, and
- assisting with catering tasks; preparing food and beverages and maintaining supplies.

Reporting/Working Relationships

The Hospitality Assistant:

- reports directly to the Chef Manager.
- Works under the direction of Chefs and/or Senior Hospitality Assistants
- works closely with the other hospitality staff and the wider site teams.

Special Conditions

- Must hold an acceptable National Police Clearance relevant to the Aged Care industry.

Statement of Key Outcomes and Associated Activities

Hotel Services

- Assist in achieving excellence in the delivery of services within the residential facility
- Display professional behaviour that is based on concern for the quality of care provided for residents, their families and cooperation with senior managers, staff, colleagues and associates.

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- Carry out laundry and linen services for the site, including managing storage and rotation of clean linen, resident and room laundry, and handling soiled linen in accordance with infection control requirements.
- Ensures all residents' personal clothing and laundry items are labelled and document lost clothing
- Monitor, clean, replenish and maintain Eldercare owned equipment, referring to Property Services when appropriate.
- Safely store and use laundry and kitchen chemicals including correct cleaning chemicals used in correct quantities for each task
- Assist with the preparation and serving of nutritious home-style foods and beverages based on site menus and resident care plans
- Cater for special diets including texture modified & supplements
- Clean resident rooms, public areas and common areas based on a predetermined schedule
- Clean kitchen and laundry areas based on a predetermined schedule
- Assist with the delivery and retrieval of in-room trays and dishes

WHS Responsibilities

All Employees:

- Takes reasonable care to protect own health and safety, and to avoid adversely affecting others. This includes as far as reasonable using equipment provided for WHS purposes, obeying reasonable WHS instructions, complying with all WHS policies, procedures, safe operating procedures, work practices and associated WHS document.
- Ensures that they are not affected by alcohol or drugs to the extent that they endanger their own safety or the health and safety of others.

Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified as necessary. Position statements and Employee performance will be reviewed regularly.

PERSON SPECIFICATION

Essential Minimum Requirements

Qualifications/Experience

- Experience in providing catering or housekeeping services.
- Knowledge of contemporary catering/housekeeping/cleaning practices to maintain acceptable standards of hygiene and tidiness.

Personal Abilities/Aptitude/Skills

- Ability to work autonomously and as part of a team, with a 'can-do' attitude..
- Ability to prioritise work activities and solve problems.
- Ability to establish and maintain professional and appropriate relationships with residents and staff.
- Demonstrated commitment to maintaining confidentiality.
- Sound verbal and written communication skills.
- Contribute to a positive site culture.

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Desirable Requirements

Qualifications/Experience

- Experience in residential aged care laundry practice.
- Knowledge and experience in chemical handling.
- Knowledge of laundry methods, equipment, and operations; reaction of common fabrics to detergents, washing agents, water temperatures, and drying heat; laundry chemicals and their use.

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