

Position Title:	Hotel Services Assistant
Reports to:	Hotel Services Support Manager
Salary / Classification Level:	Helping Hand Residential and Home Care Enterprise Agreement – HSE Level 2 or Level 3
Reporting to this Position:	Nil

Purpose of the Position

The Hotel Services Assistant is responsible for providing catering, housekeeping, laundry and utilities services to meet the needs of Helping Hand residents.

Your Team

The Hotel Services Assistant reports to the Hotel Services Support Manager.

The Hotel Services Assistant works as part of the broader Hotel Services team that includes team leaders, chefs, cooks and maintenance staff.

The role is part of a larger team at the residential site and includes care workers, nurses, allied health and lifestyles staff.

Other Key Relationships

Residents and their families are the key customers of the Hotel Services Assistant. Other customers include other team members, site staff and managers, volunteers, contractors and visitors to the site.

Key Outcomes and Responsibilities

Deliver a high standard of service

- / Deliver high quality cleaning, laundry and meal preparation services to a standard determined by Helping Hand.
- / Carefully follow Helping Hand procedures, work instructions and duty statements to deliver a consistent standard of service delivery.
- / Make sure that the resident's comfort, dignity and privacy is always maintained.
- / Communicate any issues with a resident's comfort, care or service delivery to care staff.
- / Take care not to unreasonably waste valuable resources (paper products, cleaning products, etc).
- / Make sure that client, staff and visitor safety is always maintained. E.g.: don't leave work equipment in walkways, or blocking handrails, comply with use of equipment instructions.
- / A Hotel Services Assistant assigned responsibility for the delivery of Utilities Services has accountability for the distribution of goods, including paper goods (e.g.: toilet paper, hand towels), macerated products (e.g.: bed pans), garbage bags and chemicals (care and cleaning products) throughout the facility.

Participate effectively in a team

- / Attend required work meetings and programs, i.e.: safety meetings, team meetings.
- / Share your experience and knowledge with your team to improve the workplace and delivery of services.
- / Support team members by communicating regularly and offering support when you can.
- / Work with and as a team to deliver the services.
- / Contribute to the induction of new staff by providing information and support as required.

Personal development

- / Attend training required by Helping Hand.
- / Participate in performance appraisals, and participate in discussions about training, learning and development.
- / Be prepared to share your skills and knowledge with others to support their learning.

Continuous improvement in processes and practices

- / Let us know about improvements you think might work, and work with us to make them happen.
- / Work with others who are trying to improve the workplace and our services.

Adhere to Helping Hand policies and procedures

- / Helping Hand understands that our staff's strength lies in the care and support that they show our clients. However, successful and ethical working relationships are based on a clear understanding of what the workers' role is – and just as importantly – what their role isn't.
- / Appropriate relationships with clients are those which recognise that we provide services and keep a separation between personal life and work.
- / Maintain the privacy rights of clients and their families.
- / Become familiar with Helping Hand policies and procedures and refer to these to understand how to get things done. Ask for help if you need it.
- / Ensure that you wear a name badge.
- / Adhere to Helping Hand uniform requirements.

Maintain accurate documentation and records

- / Make sure that compliance documents are completed accurately and promptly (eg: cleaning schedules, food safety temperature records, etc).
- / Make sure that any paperwork you complete for Helping Hand is accurate and submitted within the required timeframes. This includes, but is not limited to, employment related forms, incident report forms and leave forms. Ask for help if you need it.

Apply due care to both client and Helping Hand property

- / Report to your supervisor or manager any loss or damage to Helping Hand equipment.
- / Reinforce to clients and family the requirement for them to safely manage valuable items.
- / Be careful and respectful of client property.
- / Only use Helping Hand equipment for its intended purpose and participate in training that provides information about this use.

Carry out other duties consistent with the purpose of the position, as directed by Team Leaders or Management.

Selection Criteria

Essential

- / A capacity for compassion and empathy.
- / Personal Communication
 - Able to demonstrate empathy toward others
 - Positive approach
 - Be flexible and cooperative around work schedules.
- / Personal effectiveness
 - Takes responsibility for own actions
 - Relates and works well with people of different cultures, gender and backgrounds
 - Able to know when to seek information and direction
 - Learns from mistakes and applies these lessons to achieve improved job performance.
 - Understands the role of independence and dignity in providing services to older people.
- / Written Communication
 - Able to complete required paperwork i.e.: cleaning schedules/temperature monitoring
- / Good customer service skills including
 - Able to represent Helping Hand professionally,
 - Able to recognise client rights,
 - Able to provide clients with choice and to personalise services.
- / Good time-management skills including:
 - Punctual and reliable
 - Able to find solutions to issues or problems to support service delivery
- / Able to complete scheduled tasks and manage conflicting priorities
- / Valid NDIS Worker Screening clearance or be willing to obtain one

Customer Service, the Helping Hand Way

We deliver our service guided by our *Five Golden Standards*

- 1 We always offer choice.
- 2 We engage.
- 3 We speak clearly, politely and respectfully.
- 4 We deliver on our promises.
- 5 We make their day!

Helping Hand's Code of Conduct

Our Code of Conduct reflects *The Helping Hand Way* and expects you to act with:

Compassion

- / Demonstrate your concern for others and do everything you can to help.
- / Recognise and consider people's feelings and circumstances.
- / Treat others with respect, courtesy, care and compassion.
- / Support and value the contribution of other team members.

Respect

- / Recognise and consider people's feelings, choices and rights.
- / Maintain the privacy and confidentiality of others at all times.
- / Conduct yourself with honesty, fairness and integrity.

Excellence

- / Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
- / Take responsibility for your actions and behaviours.
- / Strive to improve the quality of services to our clients and to each other.
- / Go the extra mile in order to deliver the best outcomes.
- / Strive to create new and better ways of doing things.

Community

- / Foster connection with our clients, our teams, each other and our community.
- / Value and support difference in our community and value the contribution that difference provides to us.

Work, Health & Safety

Arrive Safe, Work Safe and Go Home Safe

- / Make sure you keep your safety and others safety top of mind. Work safe all the time!
- / If you notice someone doing something unsafe, ask them to stop or find a safer way.
- / Do the training we ask you to do, it's for your own and others safety.
- / If you notice something that is a potential risk or hazard to your safety or others safety, report it. Hazards can turn into accidents! Watch out for spills, things in the way of people, equipment that isn't working.
- / If you report it, be a part of the solution. We need your ideas, solutions and feedback.
- / If you need equipment to do your job safely, make sure you use it. It's there to keep you safe.
- / If equipment isn't working properly, tell everyone around you and then tell us so we can fix it.
- / If you are involved in an incident or are injured, tell us straight away. Your supervisor will be able to help you.