

POSITION DESCRIPTION



Position Title:	Hotel Services Support Manager
Reports To:	Hotel Services Manager
Salary/Classification Level:	Salaried
Reporting To This Position:	Food Services Team Leader, Cooks, Catering Assistants, Café Assistants, Hotel Services Team Leader, Domestic Assistants, Laundry Assistants, Utilities Assistants, Maintenance Officers.

Purpose of the Position

The Hotel Services Support Manager is responsible to lead, manage and coordinate food services and housekeeping staff at their metropolitan residential site, and maintain the related service delivery standards and quality in these areas.

This position is also responsible for the efficient, effective and appropriate people, financial, and resource management. The aim is to provide quality outcomes for residents in alignment with Helping Hand's organisational planning, policies, procedures and legislative requirements. This role works closely with the Hotel Services Manager Metro to actively monitor hotel services activities from the resident perspective.

Your Team

The Hotel Services Support Manager reports directly to the Hotel Services Manager and indirectly to the Residential Services Manager, in the interests of quality resident outcomes, making efficient and effective use of resources.

The position is responsible for the direct supervision of the Team Leader Hotel Services and Team Leader Food Services, and other positions relating to the functional portfolio allocated to them at any time (either food services or housekeeping services)..

Other Key Relationships

The Hotel Services Support Manager will assist the Hotel Services Manager Metro to work collaboratively with the Director of Care Environments and Service Strategy, and the Property Services Manager, who provide direction and expert advice regarding building use, plant and fixtures.

The incumbent will contribute to the broader management team, consisting of other Hotel Services Support Managers, Community Program Managers, Residential Service Managers, and establish working relationships with other key stakeholders within the Helping Hand Country Division and Corporate Group.

This position description forms part of the contract of employment.

Key Outcomes & Responsibilities

Effectively manage Food and Hotel Services functions

- / Contribute to the leadership, management, planned strategic direction and supervision of food services, housekeeping and maintenance staff and contractors to deliver responsive resident-focused care.
- / Manage and effectively allocate human, material, and financial resources to achieve planned goals and outcomes, within established budget parameters and via sound service development, business planning, & risk management practices.
- / Support the Hotel Services Manager to plan, contribute to and maintain a quality management system that provides a continuous improvement focus and supports staff practices, quality care and associated services, consistent with legislative requirements under the Aged Care Act 1997 (Cth).
- / Undertake decision-making and problem-solving that ensures evidence-based best practice is established in overall hotel services delivery.
- / Facilitate a team approach to hotel service delivery, including promoting an environment that supports and empowers staff to use documentation and data as decision-making tools in the problem solving process.
- / Work collaboratively with the Hotel Services Manager and Business Manager as supports for sound financial management, resource planning and decision making.
- / Act as a role model and mentor to motivate, develop, recruit and retain a skilled workforce.

Customer Service

- / Work collaboratively with the Residential Services Manager to support the delivery of high quality outcomes in clinical and care service delivery.

Quality

- / Actively participate in ongoing evaluation and revision of hotel service provision in order to continuously improve systems, processes and procedures to ensure resident focused outcomes.
- / Support the effective assessment, planning, delivery, and ongoing evaluation of hotel services.
- / Ensure that all relevant legislative requirements pertaining to hotel services delivery are complied with at all times, and raise staff awareness, and response to, those requirements. This pertains to areas such as:
 - Food Services (HACCP Standards)
 - Laundry Services and Housekeeping Standards
 - Building maintenance and certification

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- / Assist the Hotel Services Manager to ensure that quality documentation and management plans are maintained to effectively support hotel services practices and reflect both current and changing care needs of residents.

Carry out other duties consistent with the purpose of the position as required by the Hotel Services Manager or Residential Services Manager

Selection Criteria

Essential

- / Demonstrated experience in leadership and management of people, including recruitment, performance management, change management, induction and training and team building skills.
- / Demonstrated experience in a similar position that includes finance management.
- / High level written and oral communication skills including the ability to communicate with a range of people to establish collaborative and effective working relationships and networks, convey complex information clearly and concisely and prepare written reports and business submissions.
- / Demonstrated ability to make decisions, take initiative and work independently.
- / Ability to work as a team member and to direct and develop staff including the provision of leadership.
- / Extensive knowledge of legislative and government regulations relating to 'Hotel Services', but in particular OHS&W legislation and food and laundry services.
- / Experienced in the use of Microsoft desktop products such as Word, Excel and Outlook.
- / Current Driver's Licence.
- / Current police clearance

Desirable

- / Experience in working in Aged Care.
- / Tertiary qualifications in a management related field – business, human services or equivalent skills and experience.



Customer Service ...the Helping Hand Way

We deliver our service guided by our **5 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 – 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.