



Job Description and Selection Criteria

Housekeeping Attendant

Location

Bentley Park

Reporting To

Housekeeping Supervisor
Hospitality Services Manager

Direct Reporting Staff

Nil

Award / Agreement

Aged Care Award 2010

Normal Hours

As Rostered

Position Objective

The Housekeeping Attendant ensures the housekeeping services provided within SwanCare are of a sufficiently high standard that will enhance the resident's way of life and the staff's working environment.

Responsibilities

- To assist the Housekeeper in ensuring quality housekeeping services are delivered to residents and staff of SwanCare in a hygienic and safe manner.
- Demonstrates ongoing commitment to continuous improvement.
- Ensures that the housekeeping services are provided in a way that will enhance the care recipients' way of life and the staff's working environment.
- Be responsive and sensitive to resident and customer information, their needs and wants.
- Monitor chemical usage and safe use of chemicals in the course of performing your duties.
- Advise the Housekeeper on equipment and maintenance requirements.
- Assist the Housekeeper with the preparation of vacant rooms in the Caring Centres in the readiness for new admissions.
- Perform regular operational checks in areas of responsibility as directed by the Housekeeper from time to time.
- Attend scheduled meetings with other housekeeping staff, the Housekeeping Supervisor and the Hospitality services manager.
- Liaise with the Housekeeper and Care staff to ensure efficient marking and labelling of resident's clothing and track lost property as required.
- Observe high standards of personal and operational hygiene.
- Participate in employee development programs and in-service education and training.
- Participate in the Continuous Improvement Program and activities as required.

- Perform any other duties as directed by the Housekeeper and/or Housekeeping Supervisor as time permits.
- Promote teamwork and harmony amongst staff to achieve departmental goals and organisational outcomes.

Occupational Health & Safety

- Accepts responsibility for own occupational health and safety requirements.
- Attends annual compulsory education
- Utilises Universal Precautions at all times.
- Reports all accidents and completes an Accident/Incident form.
- Identifies and reports any practice / equipment which may reduce safety for staff or residents.
- Works in a safe manner, considering own safety and that of other staff members, residents and visitors to SwanCare Group.
- Ensures equipment that is broken and may present an injury risk to staff and residents is removed from the work area and a request is submitted to the appropriate Manager.
- Conducts safety audits when requested to do so.

Corporate Values

- Actively promotes & develops the corporate values of the organisation;
 - Reliable
 - Enthusiastic
 - Supportive
 - Professional
 - Ethical
 - Compassionate
 - Team Focused
- Ensures that appropriate systems are in place to monitor customer satisfaction throughout all financial services delivered by the organisation.

Professional Development

- Maintains and develops professional knowledge and skills.
- Actively participates in SwanCare Group committees as requested.
- Sets goals for personal and professional growth and revises them annually.
- Acts in accordance with:
 - Occupational Safety & Health Legislation, Standards and Codes of Practice; Australian Standards and other relevant information.
 - Infection Control Standards and Health Department Guidelines.
 - SwanCare Policies, Procedures and Guidelines.
 - The Aged Care Legislation and Principals.
 - SwanCare Delegations Authority.

Performs other duties as directed

SELECTION CRITERIA

Housekeeping Attendant

Essential Criteria

- Commitment to exceeding customer satisfaction.
- Good written and verbal communication skills.
- Demonstrated competence in time management and organisational skills.
- Ability to solve problems.
- Ability to perform duties autonomously or in a team environment.
- Good personal presentation skills.
- Flexibility with working hours.
- Manual driver's licence.

Desirable Criteria

- Previous experience in Aged Care.

Prepared By

Name: *People & Culture*

Signature: _____

Date: _____

Accepted and Agreed by

Name: _____
