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| **JAMES BROWN**  **MEMORIAL TRUST** | **POSITION DESCRIPTION** |

**POSITION: HOSPITALITY SERVICES ASSISTANT**

**REPORTS TO: HOSPITALITY SERVICES MANAGER**

**LOCATION: BASED AT KALYRA BELAIR**

**CONDITIONS OF EMPLOYMENT: JBMT ENTERPRISE AGREEMENT 2016**

1. **Position Summary**

The Hospitality Services Assistant may be employed in any or all of the following areas:

* Cleaning Services
* Kitchen and Catering Services
* Laundry Services

1. **Reporting/ Working Relationships/ Decision Making Authority**

* The Hospitality Services Assistant is an integral member of the hospitality services team which is the responsibility of the Hospitality Services Manager.
* Hospitality Services Assistants are accountable for their own actions whilst remaining responsible to the Hospitality Services Manager. If working in the kitchen the Hospitality Services Assistant may also be allocated duties by the Cook.

1. **Key Position Responsibilities**

The details outlined below provide an overview of general hospitality duties however daily routines are specified in specific Duty Statements for positions and shifts.

* 1. **Cleaning Services:**
* In accordance with contemporary housekeeping practices, maintain adequate standards of hygiene and tidiness in residents’ rooms, community and public areas, kitchen and laundry.
* Correct and safe handling of equipment and chemicals using appropriate chemicals correctly in accordance with manufacturers specifications, material safety data sheets and monitoring their effectiveness.
* Maintain adequate supplies of cleaning materials
* Assist, where appropriate Residents with their cleaning needs
  1. **Kitchen Services:**
  + Assist with the preparation and serving of meals and drinks
  + Safe handling, cleaning and usage of kitchen equipment
  + Cleaning of floors, cold rooms, store rooms and other areas of the kitchen
  + Comply with the site Food Safe Program
  1. **Laundry Services:**
  + Sort soiled personal clothing and prepare for washing
  + Correctly operate commercial and domestic washing and drying equipment
  + Fold and iron clean laundry and return to residents
  + Label clothing
  1. **Organisational responsibilities:**
     + Committing to the achievement of the Trust’s Vision and practise the organisation’s Values, setting an example to others.
     + Ensuring compliance with the Trust’s policies relevant to the position.
* Participating in continuous quality improvement activities to assist in achieving the organisation’s Quality Plan objectives.
* Complete administrative tasks, including data entry, timesheets and employment forms, according to prescribed procedures and deadlines.
* Undertake all mandatory training relevant to the position.
  + - Committing to own professional and personal development plans, including attendance at relevant educational programmes as agreed with the Hospitality Services Manager.
    - Participating in other duties as agreed.

**3.5 Work Health Safety And Injury Management (WHS & IM)**

3.5.1 Maintaining an updated knowledge and work safely in all aspects of Bush Fire and Safety, Manual Handling and WHS & IM issues.

* + 1. You must take reasonable care to protect your own health and safety, and the health and safety of others who may be affected by your actions or omissions at work.

In particular, you must:

* Comply with statutory and organisational requirements, procedures and rules introduced to protect the health and safety of people at the workplace including the public.
* Use equipment provided to protect health and safety.
* Follow reasonable WHS instructions.
* Ensure you are not affected by alcohol or another drug which is likely to endanger yourself or others.
* Report incidents, injuries, property damage to your supervisor/line manager.
* Participate in activities associated with the management of workplace health and safety.

**4. The JBMT supports Equal Employment Opportunity (EEO) by:**

* + - * Ensuring a diverse and skilled workforce; and
      * Developing and implementing fair work practices.

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| **JAMES BROWN**  **MEMORIAL TRUST** | **PERSON SPECIFICATION** |

**POSITION: HOSPITALITY SERVICES ASSISTANT**

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**Minimum Requirements**

1. **Qualifications**
   1. Relevant certificate qualifications are desirable but not essential.
2. **Personal Abilities/ Aptitudes/ Skills**
   1. Ability to work effectively in a team situation.
   2. Ability to work without close supervision and recognising times when matters require referral to Hospitality Services Supervisor or other supervisor.
   3. Good customer relations skills and a commitment to providing quality service and implementing continuous improvement.
   4. Ability to plan work and to work to established priorities.
   5. Good communication skills with the ability to relate effectively to a wide range of people.
   6. Ability to cope with conflicting work pressures.
   7. Ability to maintain confidentiality.
   8. Basic problem solving skills.
3. **Experience**
   1. Experience working in an aged care environment is desirable.
4. **Knowledge**
   1. **Cleaning**
      1. Possess a working knowledge of cleaning processes and chemical application.
      2. Possess a basic understanding of current issues relating to residential aged care.
   2. **Kitchen**
      1. Possess a working knowledge of kitchen processes and food service techniques.
      2. Possess, or be prepared to learn; relevant skills and knowledge of provisions of food to elderly Residents.

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| Authorised by: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Accepted by: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  | Sara Blunt  Chief Executive Officer |  | Hospitality Services Assistant |
| Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |