



POSITION DESCRIPTION

Lutheran Community Care

Position:	Hotel Services Worker	Service:	St Andrews Lutheran Aged Care
Department:	Aged Care	Revised:	October 2016
Conditions:	LCC Aged Care Service Enterprise Agreement 2013 Support Worker Entry Level / Level 1		

Purpose of the Role

To contribute to the operation of the hotel services team resulting in a high-quality service to residents.

Operating Environment

This position is located in Tallebudgera at St Andrew's Lutheran Aged Care of Lutheran Community Care (LCC), a respected not-for-profit organisation providing services in the fields of aged care, disability, family support, youth support and chaplaincy in Queensland.

St Andrew's Lutheran Aged Care

St Andrew's consists of 24 independent living units and hostel accommodation for 72 residents.

Reporting Relationships

The Hotel Services Worker reports to the Hotel Services Team Leader.

Major Responsibilities

Within the policies established by LCC and working in collaboration with relevant managers and employees, the occupant of this position will:

- Maintaining the cleanliness and tidiness of the interior of the service as directed;
- Contributing to the preparation of a quality meal service;
- Delivering the resident meal service;
- Providing exceptional customer service to residents;
- Monitoring and ordering supplies of cleaning chemicals and equipment as required;
- Communicating effectively with co-workers, residents and other stakeholders.

Qualifications and Experience

The incumbent will possess previous experience in commercial catering and / or cleaning including the use of chemicals and cleaning equipment. This position requires an understanding of the customer focus in hotel services. The incumbent must maintain a Positive Federal Police check.

The incumbent will be required to provide medical information relevant to this position by submitting to a pre-employment medical and be deemed fit by LCC Chief Medical Officer.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organisation.