



## POSITION DESCRIPTION

Lutheran Community Care

|                    |   |                 |                  |
|--------------------|---|-----------------|------------------|
| <b>Position:</b>   | Hotel Services Worker   | <b>Service:</b> | Immanuel Gardens |
| <b>Department:</b> | Aged Care   | <b>Revised:</b> | September 2017   |
| <b>Conditions:</b> | LCC Aged Care Service Enterprise Agreement 2013<br>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 Buderim at the Immanuel Gardens service 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. The department of LCC is governed by the LCC Council and managed by the Chief Executive Officer.

### Immanuel Gardens

Immanuel Gardens consists of 93 self-contained units, residential accommodation for 145 residents and provides 31 Home Care Packages within the local community.

### Reporting Relationships

The Hotel Services Worker reports to the Clinical Coordinator.

### Major Responsibilities

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

- Maintain the cleanliness and tidiness of the interior of the service as directed;
- Contribute to the preparation of a quality meal service;
- Deliver the resident meal service;
- Provide exceptional customer service to residents;
- Collect, clean, fold and distribute linen and residents clothing;
- Monitor and order supplies of cleaning chemicals and equipment as required;
- Communicate effectively with co-workers, residents and other stakeholders.

### Qualifications and Experience

The incumbent will possess previous experience in commercial catering, laundry 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.