

POSITION DESCRIPTION

Kitchen and Laundry Assistant

OVERVIEW

Program:	Sacred Heart Community
Reports to:	Coordinator Catering and Laundry
Supervise:	N/A
Date of Last Review:	February 2022
Classification:	Aged Care Employee – Level 2 Sacred Heart Mission Enterprise Agreement 2018 or subsequent Agreements
Victorian Portable Long Service Benefits Scheme	This role has been deemed ineligible to participate in Scheme

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship-based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION:

Sacred Heart Community provides residential aged care accommodation for 97 Residents. The home provides permanent accommodation and high-quality care for people who have experienced homelessness or social and financial disadvantage. All rooms are single-occupancy and include a bathroom.

In addition, we offer a diverse lifestyle program that encourages residents to lead full lives by participating in a range of activities and engage with the local community. Residents are also actively involved at Sacred Heart Community. They assist with tasks such as gardening and decision making via numerous forums such as the residents group.

PURPOSE OF THE POSITION:

To ensure a high standard of food and laundry service is provided to Sacred Heart Community residents in accordance with SHM's values and complies with food safety, Infection control and other relevant regulations.

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KEY RESPONSIBILITIES

ACCOUNTABILITY	MAJOR ACTIVITIES
Catering service	<ul style="list-style-type: none"> • Ensuring the dining experience is welcoming, safe and comfortable for our residents • Ensure dining rooms are well presented at all times • Always aware of individual changes in resident's diet • Ensure resident individual dietary needs are met • Ensure compliance with food safety regulations and adhere to these requirements. • Providing a timely service delivery. • Ensuring the kitchen and food service areas cleanliness is always of a high standard • Ensuring Paperwork in relation to food safety is correctly maintained • Efficient management of waste and recycling
Laundry	<ul style="list-style-type: none"> • The maintenance of an effective laundry service for the residential service • Processing laundry according to procedures • Monitoring the condition of residents clothing and notifying management if replacement clothing is required. • Ensure residents laundry is returned in a timely manner. • Ensure residents clothing is returned in a presentable manner • Resident clothing returned to correct resident • Ensure all clothing to be labelled with residents' name • Maintain infection control procedures • Assisting to maintain adequate supplies of linen through Cabrini Linen Services ordering and collection • Sacred Heart Local linen is processed and returned in a timely manner to the correct person
Supervision	<ul style="list-style-type: none"> • Participate in supervision with the Manager on a regular basis and in accordance with policy and procedures

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Education	<ul style="list-style-type: none"> Attend all mandatory training and participate in other education that is provided as required. Ensure food safety practices are maintained Ensure that individual knowledge base and skills are maintained. Identify own gaps in knowledge and seek further education as appropriate
OH&S	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
RISK	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI (Continuous Quality Improvement)	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

MANDATORY REQUIREMENTS

- Entitlement to Work in Australia
- NDIS Worker Clearance
- Current COVID-19 vaccination certificate

QUALIFICATIONS

- Accredited food-handling certificate

KEY SELECTION CRITERIA

- Tertiary qualifications in hospitality related field or working towards
- Experience in the aged care sector
- Working knowledge of Accreditation Standards as they relate to food services and Laundry services
- Good interpersonal, communication and negotiating skills

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- Ability to plan and manage time effectively
- Ability to develop a team approach to challenges
- Excellent written and verbal communication skills
- Empathetic to the ethos and values of SHM

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