

POSITION DESCRIPTION

Position Title	Catering & Environmental Services Assistant		
Division	Nursing Services	Unit	Hotel Services
Campus	Based at Leongatha or Korumburra		
Classification	HA1		
Award	Victorian Public Health Sector (Health Professionals, Health and Allied Services, Manager & Administrative Officers) Enterprise Agreement 2011-2015		
Reports To	Hospitality Services Manager		
Professional Relationships	Nursing and Medical Staff, Allied Health Professionals, Administration Staff, Hotel Services Staff		
Position Approved By	Executive Director of Nursing		

Position Outline:

The position of Catering & Environmental Services Assistant is an essential part of Gippsland Southern Health Service's operations, responsible for ensuring the cleanliness of facilities throughout the health service, and assisting in the health and welfare of clients, staff and visitors by maintaining a sterile and pleasant environment. Along with providing an attractive, prompt and courteous meal and mid meal presentation to all clients

This objective is achieved by adhering to the following core principles;

- Maintaining high quality standards of cleanliness and meal service provision throughout GSHS facilities
- Respecting the rights of clients in cooperation with carers and staff
- Ensuring professional conduct in accordance with GSHS policies and procedures
- Ensuring practice is conducted in a way that supports the Occupational Health and Safety principles of GSHS

Health Service Context:

GSHS is a major provider of healthcare in the South Gippsland Shire. GSHS offers a broad range of services that meet the needs of a diverse and sparsely populated area with many small rural communities. With two main acute facilities based at Leongatha and Korumburra, GSHS offers a broad range of specialist, general, acute, subacute, ambulatory, residential aged care and community services.

Although GSHS is made up of a number of sites, they all operate as part of the one organisation and therefore the service profile is informed by the geographical nature of the diverse communities as well as the strategic imperatives of the Department of Health & Human Services.

Vision, Mission and Values:

The Values are detailed in GSHS' Employee Charter and form part of your terms and conditions of Employment as does the Code of Conduct for Victorian Public Sector Employees. GSHS expects all employees to behave in accordance with these requirements at all times whilst employed by the organisation.

Vision
<i>Excellence in Healthcare</i>

Mission
<i>Building a Healthier Community Together</i>

Gippsland Southern Health Service - Values and Behaviours		
Value	Above the Line Behaviour	Below the Line Behaviour
Excellence	<ul style="list-style-type: none">• Continuous Improvement• Evidence Based Practise• Consistency of Practice• Innovative Practice• High Standards	<ul style="list-style-type: none">• Unwilling to Improve• Lack of Innovation• Non-Adherence• Inconsistency• Acceptance
Individuality	<ul style="list-style-type: none">• Be Tolerant• Acknowledge Rights• Personalise• Support Individuals• Practice Self Care	<ul style="list-style-type: none">• Lack of Respect• Discriminating• Being Inconsiderate• Being Judgemental• Being Dismissive
Collaboration	<ul style="list-style-type: none">• Value Teamwork• Involve Others• Actively Listen• Ask and Offer Solutions• Support Decisions and Change	<ul style="list-style-type: none">• Poor Communication• Criticising Others• Being Negative• Not Open• Withholding Information
Accountability	<ul style="list-style-type: none">• Take Responsibility• Set Clear Expectations• Manage Performance• Results Focused• Ethically Bound	<ul style="list-style-type: none">• Blaming Others• Unethical Behaviour• Underperforming• Unreliable• Shirking Responsibility
Respect	<ul style="list-style-type: none">• Respect People• Respect Privacy• Respect Property• Respect Views• Be courteous	<ul style="list-style-type: none">• Being Rude• Being Negative• Being Disrespectful• Being unhelpful• Disrespecting Property
Empowerment	<ul style="list-style-type: none">• Take Initiative• Actively Participate• Ask Questions• Clarify Expectations• Empower Others	<ul style="list-style-type: none">• Authoritarian• Discrimination• Blaming Others• Not Sharing• Stifling Development

Key Responsibilities

CQI	Responsibility / Accountability
Person Centred	<ul style="list-style-type: none"> • Maintaining confidentiality at all times, whilst respecting the values, culture, wishes and vulnerability of clients by complying with GSHS Privacy Policies in relation to the obtaining, accessing, security, use and disclosure of private and health information • Acknowledges that the work environment is also often the resident's home, and acts accordingly and respectfully at all times • Conducting oneself in a professional manner at all times • Positively promoting GSHS services to both internal & external customers • Adheres to all principles of the State Services Authority and GSHS Code of Conduct • Recognising the need for care of self (physical, mental and emotional), and acting to promote same. • Other duties within the purpose of this position, as per cleaning duty list (or as directed by manager)
CQI	Responsibility / Accountability
Driven By Information	<ul style="list-style-type: none"> • Is familiar with the quality cycle and GSHS system of accreditation and quality improvement • Has a proactive approach to audit results and opportunities for improvement • Is aware of infection control procedures, and acts accordingly • Demonstrates an understanding of GSHS organisational structure and instruments of delegation • Uses prescribed GSHS reporting processes and lines of communication to notify of maintenance issues, accidents/incidents, adverse or sentinel events, compliments or complaints or any other issue that may impact on the effective management of patients, ward area and/or the organisation • Is responsive to urgent cleaning matters • Adopts a systematic approach to cleaning duties as directed • Has the capacity to follow work flow, integrating the needs of others (both individual residents and fellow employees) in their daily work schedule • Accepts constructive advice from managers and co-workers
CQII	Responsibility / Accountability
Organised for Safety	<ul style="list-style-type: none"> • Take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons • Complies with occupational health and safety policies and processes to ensure a safe work environment for clients, staff and visitors • Assists in the orientation of new personnel to the area of work as required • Identifies hazards as they arise and reports these to your manager • Attends all mandated safety training as requested by GSHS • Avoids undertaking any work that is reasonably deemed to be hazardous and reporting this to your Manager

Qualifications, Technical Skills & Experience:

Essential

- HLTFSE001 – Follow Basic Food Safety Practices
- Good Interpersonal and Communication skills
- Current Police Check
- Valid Driver's Licence
- Good Oral and Written Literacy Skills

Desirable

- Experience in a Health Service facility
- Good knowledge of cleaning equipment and chemicals
- Experience in Commercial Cleaning

OH&S

Each employee has the right to a safe working environment and they should advise their supervisor of any risk or condition likely to result in accident or injury. Each employee has the responsibility to take reasonable care of their own health and safety, to comply with GSHS OH&S policies and procedures and to participate in appropriate safety education and evaluation activities.

Policies & Procedures

It is everybody's responsibility to access and have knowledge of the relevant policies and procedures that relate to their employment. All GSHS policies and procedures can be accessed on the intranet site.

Person Centred Care

Person Centred Care (PCC) is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. PCC is based on the principles of respect, value of the individual, and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs. PCC is underpinned by a culture of collaboration and partnership and all staff are required to adhere to these principles.

Values & Conduct

Staff are required to comply with GSHS Employee Charter. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all staff will embrace GSHS' Employee Charter and demonstrate these in their daily work.

GSHS operates under the Code of Conduct for Public Sector Employees. This Code of Conduct, together with any professional Code of Conduct relevant to the role being performed, form part of each employee's conditions of employment and it is expected that all staff will familiarise themselves and comply with this Code of Conduct and those relevant to the role they perform at GSHS.

Risk Management

GSHS supports an organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

- Contribute to effective risk management within their area of influence
- Adhere to organisational risk management policy and procedures
- Assist in fostering a risk-aware culture and ensure that any staff members in their supervision understand their responsibilities
- Identify new and emerging risk
- Contribute feedback to risk management review processes

Professional Development & Performance Management

Ensures best practice at all times by ensuring that professional skills are regularly updated and mandatory competencies are maintained in accordance with GSHS Policy.

It is a condition of employment that staff participate in the performance review program in accordance with the parameters set out in GSHS policy and procedures.

Quality Improvement

Each staff member has a responsibility to participate and commit to ongoing quality improvement activities.

Privacy & Confidentiality

All GSHS Employees are required to comply with the provisions of the Privacy & Confidentiality Policy and any legislative requirements detailed in the Federal Privacy Act, 1988, the Health Records Act 2001, Section 141 of the Health Services Act Victoria, 1988 and the Freedom of Information (Amendment) Act, Victoria 1999

Additional Requirements:

To ensure a healthy and safe environment for everyone, smoking is not permitted on GSHS grounds, buildings or vehicles.

All staff are required to provide a current National Police Records Check prior to commencement. A Working with Children Check may also be required for particular positions.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at GSHS' discretion and activities may be added, removed or amended at any time.

Sign-off to verify agreement with this Position Description:

Incumbent		Date	
Manager		Date	