

POSITION DESCRIPTION

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| Position Title | Domestic Services Assistant (Environmental Services) | | |
| Division | Nursing Services | Unit | Hotel Services |
| Campus | Leongatha & Korumburra | | |
| Classification | HA1 | | |
| Award | Victorian Public Health Sector (Health Professionals, Health and Allied Services, Manager & Administrative Officers) Enterprise Agreement 2011-2015 | | |
| Reports To | Hotel Services Manager | | |
| Position Approved By | Director of Nursing - Leongatha | | |

Position Outline:

The position of Domestic Services Assistant is an essential part of Gippsland Southern Health Service’s operations, responsible for the maintaining the cleanliness in all areas in accordance to the Victorian Public Hospital Cleaning Standards.

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

- Maintaining high quality standard of cleaning 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 OH&S principles of GSHS.

Divisional Context:

The Nursing Division at GSHS is a dynamic team of nurses, personal care attendants, hotel and domestic workers, administrative staff, managers and a variety of key medical practitioners who provide a broad range of acute and nursing-based services to the South Gippsland Shire, including:

- Inpatient care
- Specialist Nursing Services
- Theatre
- Infection Control
- Residential Aged Care
- Clinical Support Services
- Hospitality Services
- Staff Education and Development

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

- Undertake infection control practices and procedures according to guidelines.
- Complete the duties in the 'work schedule' as outlined & required for this position.
- Ensure that appropriate cleaning procedures and methods are followed at all times.
- Ensure all cleaning equipment is regularly maintained according to manufacturer's instructions.
- Ensure all cleaning solutions are used and stored in accordance with procedures/manufacturer's instructions.
- Ensure all waste material is disposed of safely and in accordance with infection control guidelines.
- Maintain a safe work environment at all times which complies with OH&S requirements. Report any unsafe areas to the Manager immediately/fill out a hazard alert form.
- Demonstrate knowledge of cleaning equipment and cleaning procedures to maintain standards as described in the Victorian Public Hospital Cleaning standards basis.
- Ensure that all documentation is accurate and completed in a professional and timely manner.
- Maintain and manage all supplies required for cleaning and requisition of these as required.
- Document service equipment faults to ensure safety of use.
- Work harmoniously with other team members to achieve service delivery excellence.
- Support the Manager in the orientation of new staff to achieve safe and efficient work practices.
- Prioritise workloads and seek direction as appropriate to achieve team goals.

Key Selection Criteria:

Mandatory

- Formal qualifications not essential.
- Demonstrate a willingness to attend training courses as required.
- Ability to work within deadlines.
- Current Police Check.

Desirable

- Prior experience in Health facility cleaning and / or Certificate in Asset maintenance.

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.

Child Safety

GSHS is a Child Safe organisation. The GSHS Child Safe Policy and Procedure applies to all staff, volunteers, students and contractors of GSHS. GSHS staff will:

- Protect and promote the health, safety and well-being of all children.
- Recognise vulnerability and identify risk and harm to children early.
- Respond appropriately, effectively and in a timely way to reduce risk and support children and their families to achieve improved outcomes.
- Promote culturally competent and responsive health care.
- Work together with families, community services providers and the statutory system in the best interests of children (DHHS Healthcare that Counts Guiding Principles, 2017).

Violence & Aggression

GSHS seeks to promote a safe and inclusive workplace and community that are free from all forms of violence and aggression. GSHS staff:

- Are aware that supports are available for GSHS staff and volunteers who may be experiencing family violence.
- Identify, respond to and support consumers impacted by family violence as guided by organisational procedures.
- Identify, report and access support in relation to incidents of occupational violence and aggression.

Diversity & Inclusion

GSHS is an equal opportunity employer. We recruit, employ, train, compensate and promote regardless of race, religion, colour, national origin, sex, disability, age, veteran status, and other protected status as required by applicable law.

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.

All staff are required to read, understand and sign the Confidentiality and Privacy Agreement that sets out specifically what is required, upon commencement of employment. These provisions form part of the terms and conditions of employment and any breach will be subject to disciplinary action as per the Performance Development and Discipline Policies, along with the relevant Enterprise Agreement.

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 | |