|  |  |
| --- | --- |
|  | Position Description[All Calvary Services/Service]Version: [Version] |

|  |  |
| --- | --- |
| **Position Title:** | Hospitality Services Assistant  |
| **Position Number:** |  | **Cost Centre:** | S1515 / S1510 |
| **Site/Facility:** | Calvary Bruce Private Hospital  |
| **Department:** | Hospitality Services Division ( Catering and Housekeeping) |
| **Enterprise Agreement** | Calvary Bruce Private Hospital Health Professionals and Support Services Enterprise Agreement 2019 |
| **Classification:** | Domestic Services Grade 1 Year 1  |
| **Reports To:** | Hospitality Services Manager  |
| **Date of Preparation:** | 9/06/2020 | **Date Updated:** |  |
| **Primary Purpose** |
| As a member of the Hospitality Services Division which incorporates both the Catering and Housekeeping/Environmental Services Departments, you will be required to deliver a high standard of service to all stakeholders including patients, their guests and staff of Calvary Bruce Private Hospital. In the Catering Department this incorporates delivery of food to patients, Cleaning Kitchen & Equipment, Stock Rotation, Chef Support and possibility of driving between facilities. In the Housekeeping/Environmental Services Department, this incorporates high levels of cleaning patient rooms and common areas including offices.  |
| Organisational Environment |
| At Calvary our vision as a Catholic Health, Community and Aged Care provider, to excel, and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve. We put the person at the centre of care in all that we do. Calvary continues our mission focus in providing high quality care to the sick and vulnerable and in particular to those people approaching and reaching the end of life, their families and carers in all our services.Calvary’s Services include public and private hospital care, acute and sub-acute care, community care and retirement and aged care services, in both rural and metropolitan areas.Our values of Hospitality, Healing, Stewardship and Respect underpin all that we do. As an equal opportunity employer, we encourage applicants from culturally diverse backgrounds, people with disabilities and various life experiences and faiths. Here at Calvary Bruce Private we work together to provide opportunities that empower and enrich our staff. |
| Accountabilities and Key Result Areas |
| ***People and Culture:**** Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
* Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary’s values of healing, hospitality, stewardship and respect.

***Excellence in Care:*** * Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, consistent with the philosophy and policies of the Organisation.
* Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients.

***Service Development &Innovation:**** Demonstrated experience and understanding of the need for continuation of both personal and professional development.
* Developing a work culture that encourages & supports risk identification & management.

***Wise Stewardship**** Commitment to ensuring quality services are delivered to both internal & external clients through continuous improvement activities.

***WH&S Responsibilities:**** Take reasonable care of your own health and safety and the health and safety of others in the workplace;
* Comply with relevant Calvary WHS policies, procedures, work instructions and requests;
* Report to your supervisor any incident or unsafe conditions which come to your attention;
* Observe any additional requirements as outline in Calvary’s WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet)
 |
| Key Points and Duties (Catering Department) |
| 1. Prepare tray line and all patient trays and deliver to in house patients.
2. Deliver bottled water to all patient rooms and collect bottles from all patients
3. Distribute menus to patients as required and instructed
4. Collect meal trays from all patient rooms and ward kitchenettes
5. Deliver consumables to all kitchenettes, staff rooms and kitchens as per Catering Task shift Schedule
6. Collect meal trays and crockery items from Theatre Staff Room and Day Surgery
7. Off load items from trolleys and wash all items using the In house dishwasher
8. Clean all floors around the dishwashing area after washing cycle is complete
9. Clean and sanitize meal trolleys after use
10. Clean and sanitize tray line, cutlery trolley, hand basins and all other areas that fall into your scope of work.
11. Fill glass water bottles and allow them to chill in fridge
12. Make cutlery bags according to daily requirements
13. Refill day fridges with items from the main fridges as necessary
14. Deliver supplements and other specialized foods to patients based on diet list
15. Attend to AM/PM/ Kitchen hand and Menu Monitor Duties as per rosters issued
16. Assist all other staff including kitchen hand and chefs as required and requested
17. Follow all procedures and policies as indicated.
18. Assist in general cleaning of kitchen facilities
19. Complete mandatory shift reports as required.
20. Complete all mandatory e-Learning modules and keep up to date with updates
21. Attend staff departmental meetings, read minutes and emails and be updated at all times.
22. Assist with all other duties as directed by Hospitality Services Manager or Head Chef as required
 |
| **Key Points and Duties (Housekeeping/Environmental Services Department)** |
| 1. Attend to cleaning of all occupied patient rooms and bathrooms and perform discharge cleaning or Infectious cleaning for those rooms as required.
2. Attend to the cleaning of public areas which include, public restrooms, corridors, elevators, main foyer, glass windows, service foyer, LG corridors and all other areas as requested.
3. Attend to cleaning of patient rooms and public facilities at Hyson Green.
4. Attend to cleaning of public areas and restrooms at Calvary Clinic.
5. Removal of general and clinical waste bins from all public and waste room areas as per procedures.
6. Complete all mandatory reporting documentation on a daily basis.
7. Clean and restock working trolley at end of shift.
8. Deliver all used mop heads to laundry for washing.
9. Follow all procedures and policies as indicated.
10. Complete all mandatory e-Learning modules and keep up to date with updates
11. Attend staff departmental meetings, read minutes and emails and be updated at all times.
12. Assist with all other duties as directed by Housekeeping Supervisor and Hospitality Services Manager.
 |
| **Key Relationships** |
| Internal: | * Department Managers
* Patients / visitors
* Staff
 |
| External: | * Suppliers
 |
| **Position Impact** |
| Direct Reports: | * Hospitality Services Manager
* Director of Finance
 |
| Budget: |  |
| Selection Criteria |
| **Essential:*** Knowledge of Occupational Health & Safety issues
* Ability to work as part of a team.
* Effective communication & interpersonal skills
* Ability to use initiative and work unsupervised.
* Commitment to providing and maintaining excellent customer service.
* Commitment to ethical practices.
* Ability to interpret Material Safety Data Sheets (MSDS), labels and safe work practices.
* Have, or be willing to obtain, Certificate II / III in Health Support Services
* Current Valid Driver’s license

**Desirable:*** Previous experience in a similar role
* Working Knowledge of Infection Control Procedures
* Certificate 1 & 1A(food services)
* Current First Aid certificate
* WWP Card
 |