



Position Description

[ALL CALVARY SERVICES/SERVICE]

Version: [Version]

Position Title:	General Services Assistant		
Position Number:		Cost Centre:	C-9110 and C-9120
Site/Facility:	Calvary Adelaide hospital		
Department:	Catering and Housekeeping		
Enterprise Agreement	CALVARY HEALTH CARE ADELAIDE SUPPORT SERVICES ENTERPRISE AGREEMENT 2021		
Classification:	<i>As per letter of offer</i>		
Reports To:	Hospitality Manager		
Date of Preparation:	19 th July 2023	Date Updated:	

Primary Purpose

The General Services Assistant is responsible for providing hospitality services within the hospital including Housekeeping, Catering and other duties as required.

Organisational Environment

Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation. Our mission is to provide quality, compassionate health care to the most vulnerable, including those reaching the end of their life. With over 18,000 staff and volunteers, we have a national network of 14 Public and Private Hospitals, 72 Residential Care and Retirement Communities and 19 Community Care service centres

Calvary continues the mission of the Sisters of the Little Company of Mary, a mission focused on caring for those who are sick, dying and in need. We express our values of hospitality, healing, stewardship and respect through “being for others” exemplified by the Spirit of Calvary and the example of Venerable Mary Potter.

As an equal opportunity employer, we value diversity and are committed to fostering a workplace that is respectful, welcoming and inclusive where people are supported to draw strengths from their identity, culture and community. We value the integral dignity of each person, regardless of their religion, race, gender, cultural background or choices.

Accountabilities and Key Result Areas

People & Culture

- Accountable for the provision of high quality catering services within the Catering Department;
- Accountable for the provision of high quality cleaning services within the Housekeeping Department;
- 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;

Communication:

- Respond to routine correspondence as directed and undertake special tasks as required;
- Ensure effective communication is made between staff members, and memos are read and signed;
- Effectively communicate with patients in respect to catering and/or cleaning services;
- Liaising with all departmental managers and staff in respect to catering and/or cleaning services;
- Working with the Housekeeping and Catering Senior General Services Assistants and/or Co-ordinators in establishing and maintaining effective relationships with all internal staff.

Service Development & Performance:

- Ensuring a high standard of internal and external customer service in all areas;
- Seeking and responding to feedback regarding customer service issues;
- Participate in the continuous improvement of processes and procedures within a quality focused environment so that customer expectations are exceeded;
- Respond to other reasonable duties as requested by the Manager/General services Co-ordinators/Senior general services assistants of Hospitality Services Department;
- Completion of Daily Food Safety logs.

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);
- Participate in activities that will assist recovery and return to work in line with Return to Work legislation.

****A Duty Task List should be referred to for all site or departmental specific requirements for this position.**

Key Relationships

Internal:	<ul style="list-style-type: none"> • Catering or Housekeeping Coordinator • Team Leaders • Clinical Staff
External:	<ul style="list-style-type: none"> • Patients

Position Impact

Direct Reports:	NA
Budget:	NA

Selection Criteria**Essential**

- Completion of Secondary School
- Demonstrated Ability to work unsupervised or in a team to complete duties
- Demonstrated ability to prioritise work and exercise initiative
- Demonstrated ability to plan and establish work priorities with a high level of attention to detail across a multi-skilled environment
- Effective communication and interpersonal skills
- Demonstrate a service philosophy consistent with the principles of the hospital's corporate philosophy and direction
- Commitment to service excellence and continuous quality improvement
- A desire to join a team committed to the care of others in a mission based organisation

Desirable

- Knowledge and understanding of customer service in healthcare
- Previous experience in hospitality or housekeeping

Approvals

Job Holder's signature:

Date:

Manager's signature:

Date: