

Job Description Details	
<b>Job Title</b>	Hotel Services Multi Skilled
<b>Department/Division</b>	Residential Aged Care, Operations
<b>Reports to</b>	Service Manager
<b>Direct Reports</b>	Nil
<b>Agreement</b>	Brightwater Care Group Employees Agreement

Brightwater Mission
<p><i>Pursuing the Dignity of Independence</i></p> <p>For Brightwater, no one is beyond care. Here, we value the potential that lives inside each and every one of us, no matter what that looks like. Our amazing ability to strive towards our best self every day, to keep learning and to keep growing. This drives all that we do. Sure, it's not always easy, but this journey that we're on together comes with its own reward. This pursuit of independence brings with it the dignity of control over our own lives. And everyone deserves the right to pursue that.</p>

Commitment to Mission and the Brightwater Spirit
<p>Embrace and apply the Brightwater Spirit – our values and behaviours – in all interactions with staff and customers. Our commitment to the Brightwater Spirit enables us to achieve our Mission, <i>Pursuing the Dignity of Independence</i>.</p> <p><b>Caring</b> We care for and about each other. We work together to provide inclusive and relevant services in ways that meet the needs and goals of our clients.</p> <p><b>Authentic</b> We are open and genuine, enabling us to build meaningful relationships with our clients and each other.</p> <p><b>Progressive</b> We are inspired to continuously improve ourselves and our services for the benefit of our clients.</p> <p><b>Courageous</b> We find strength in order to make a difference.</p>

Diversity and Inclusion Statement
<p>At Brightwater, we welcome people with the full diversity of life experiences, thoughts and beliefs. We foster a culture of inclusion, collaboration and innovation where our clients and staff can flourish.</p>

Position Purpose
<p>This role is responsible for ensuring a clean, sanitary, well-maintained and home-like environment, thorough and efficient laundry services, and preparing meals and refreshments for and with clients of Brightwater Care Group, following health codes and regulations at all times.</p>

<b>Job Title</b>	<b>Revision</b>	<b>Date</b>	<b>Author</b>	<b>Approved</b>	<b>Page 1 of 3</b>
Hotel Services Multi Skilled	4	27/06/19	Recruitment Coordinator	Chief People & Culture Officer	
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## Key Duties/Accountabilities

1. Work in accordance with Brightwater’s Mission, values, duty statements, Brightwater policies and procedures and actively contribute to the creation and maintenance of the home/social environment to ensure clients’ holistic needs are met. This includes embracing the personhood philosophy inclusive of emotional, physical, spiritual, cultural and emotional well-being and fostering a culture that is inclusive of diversity in age, gender, race, ethnicity, religion, sexuality, sexual identity or disability of clients or other staff members.
2. Maintain cleanliness of the environment in line with the relevant duty statement, adhering to relevant cleaning manuals, policies and procedures.
3. Conduct stock and equipment audits and prepare orders as required; pack and unpack shelves, rotating and cleaning stock items in the process.
4. Use and maintain equipment safely and appropriately, reporting maintenance and/or safety issues as required using appropriate systems.
5. Collect client meal choices, preparing and delivering meals and drinks to clients according to their individualised Care Plan, offering choices at all times where appropriate and available.
6. If required, perform cooking duties as per the relevant duty statement. This may include, but is not limited to, preparing appetising and specialised meals for clients, ensuring a varied and seasonal menu plan.
7. Launder clients’ personal clothing, distribute clean standard and personal laundry, and transfer linen bags to a central collection point.
8. Communicate effectively with team members, clients, their representatives, and the wider community in a professional manner that demonstrates a positive regard for individuals and the Brightwater organisation using a customer-focused approach.
9. Complete Brightwater documentation in a timely and concise manner, meeting any known or delegated reporting or compliance requirements, including FoodSafe documentation.
10. Provide services in a responsible, cost effective and efficient manner with an awareness of the appropriate use of supplies/equipment.

## Key Working Relationships

1. Clients and their representatives.
2. Multi-disciplinary team, including care and nursing staff, allied health staff, hotel services, GPs, and site administration staff.
3. Service Manager and Deputy Service Manager.

## Professional Development

1. Accept responsibility for updating/developing own knowledge/skills in relation to professional practice.
2. Actively participate in opportunities for performance feedback with a growth mindset, including reviews and check-ins; reflect on own performance and set goals.
3. Complete essential training courses within the required timeframes and embed learning outcomes to continuously improve skills and work performance.
4. Attend and contribute to staff meetings/discussions and collaborate with team members to improve outcomes.

Job Title	Revision	Date			Page 2 of 3
Hotel Services Multi-Skilled	4	27/06/19			
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## Safety and Health

1. Actively promote a positive safety and health culture by caring for self and others, demonstrating attention to physical, mental, emotional, cultural, and psychological safety.
2. Take proactive and responsible actions to avoid, eliminate or minimize hazards.
3. Accept responsibility for understanding and recognising the risks and hazards associated with work duties.
4. Report all incidents, hazards, and injuries immediately.
5. Use equipment, such as personal protective and manual tasks equipment, as trained and required.
6. Adhere to infection control principles and practices.

## NDIS Risk Assessment

This position involves the direct delivery of specified supports or services to a person with a disability and therefore is a risk assessed role that requires the person to hold a valid and satisfactory NDIS Worker Screening Check.

## Other Information

Nil

## Selection Criteria – Qualifications, Skills, Knowledge, Experience

1. Knowledge and experience in cleaning and/or laundry services.
2. Knowledge of cooking and food preparation. This should include an understanding of safe meal preparation and serving presentation.
3. Excellent written, verbal and interpersonal communication skills in various environments and the ability to inclusively communicate with a diverse range of people.
4. Customer-focused work ethic, strong commitment to Brightwater’s Mission, and values alignment with Brightwater’s values – Care, Learning, Innovation and People.
5. Demonstrated ability to prioritise workload, work effectively under pressure, problem solve and use resources effectively, safely and efficiently.
6. Strong person-centred skills and the ability to communicate and engage with clients with dementia and/or high support needs.
7. Commitment to the importance of maintaining privacy and confidentiality of sensitive information at all times.
8. Satisfactory National Police Certificate obtained within the last 12 months.

Job Title	Revision	Date			Page 3 of 3
Hotel Services Multi-Skilled	4	27/06/19			
<b>UNCONTROLLED WHEN PRINTED</b>					