

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>DOMESTIC SERVICES ASSISTANT</b>		
<b>COMPANY DIVISION:</b>	<b>Aged &amp; Community Care</b>		<b>Food and Domestic Services</b>
<b>OFFICE LOCATION:</b>	Costa House, Lara		
<b>REPORTS TO:</b>	Food & Domestic Services Manager		
<b>OTHER PROFESSIONAL RELATIONSHIPS:</b>	<ul style="list-style-type: none"> <li>• Registered Nurse</li> <li>• Personal Care Worker</li> <li>• Food Services Assistant</li> <li>• Cook</li> </ul>		
<b>CLASSIFICATION &amp; CONDITIONS:</b>	**		
<b>STATUS:</b>	Casual		

### THE COMPANY

genU is short for Generation You. Because whatever generation you belong to, whether you're young, old, or somewhere in between, what unites us is the belief that neither disability nor ageing are disadvantages to be endured but challenges to be met boldly, achievements to be had and adventures in the making.

genU has been 60 years in the making. Bringing together the best of two trusted and respected organisations, Karingal and St Laurence, genU builds on this experience, adding a new ambition: to become the leader in what we do.

We want everyone's lives to be happier and healthier, especially people with disabilities, the ageing and those experiencing disadvantage.

Our mission is to enable each person we support to live the life they choose. We do this by helping our clients re-join the workforce, master everyday tasks or access community services.

**Vision:** To build inclusive communities

**Mission:** Create and deliver innovative services that empower people, in the communities we serve, to reach their full potential.

## POSITION:

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### GENU VALUES

VALUE	BEHAVIOURS
<b>Welcoming</b>	You're part of our family
<b>Respectful</b>	We will treat you the way we would want to be treated
<b>Integrity</b>	Earning your trust by always adhering to our values
<b>Courageous</b>	We bravely drive innovation and advocacy to assist you to live the life you choose
<b>Excellence</b>	We are proud in our pursuit of the highest quality, reflecting our commitment to delivering the best

The genU values have been articulated to advise employees about the sorts of behaviours expected of them in the workplace.

### DESCRIPTION OF DIVISION

The Food & Domestic Services Department operates at Costa House, a 120 bed residential aged care facility located in Lara. We form part of the Aged and Community Care Division and seek to improve the quality of life for Aging Victorians and their families and carers.

### PURPOSES OF THE POSITION

Domestic Services Assistants are responsible for performing resident/client focused; general cleaning and laundry duties across different areas in our 120 bed Aged Care Residence. This includes vacuuming, dusting, and general cleaning of rooms, ensuites and surrounding living areas.

### SUMMARY OF POSITION RESPONSIBILITIES

The position is directly responsible to the Food & Domestic Services Manager for key accountabilities and the achievement of Key Performance Indicators.

Domestic Services Assistants at Costa House must have an empathy for elderly people, be enthusiastic and reliable, and be able to:

- Clean effectively and efficiently.
- Follow service plans and keep careful records while preserving the dignity, privacy and rights of our residents.
- Work under direction and be equally comfortable working with autonomy.
- Show high levels of initiative, integrity and a superior work ethic.
- Show impressive organisation, time management and relationship-building skills.

## POSITION:

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### KEY RESULT AREAS

- Labelling, collecting, processing, washing, drying, ironing and return of resident's personal laundry in accordance with Costa House procedures and resident preferences
- Clean resident's rooms, public and staff areas in Costa House including offices and amenities in accordance to policy and procedures
- Maintain knowledge of the storage of chemicals, waste management, commercial washing machines, clothes dryers and irons and report and faults/damage to Food & Domestic Services Manager and Maintenance
- Attend meetings and additional training deemed appropriate by the Director of Nursing and the Food & Domestic Services Manager
- Ensure compliance with all OH&S policies and procedures

### OH&S RESPONSIBILITIES

The Board of Directors of genU recognises its moral and legal responsibilities to provide a working environment for its employees, volunteers, contractors, visitors, the general public and those whom we serve (our clients and our residents), that is safe and healthy.

### KNOWLEDGE, SKILLS AND EXPERIENCE

#### SELECTION CRITERIA

##### Qualifications:

##### Essential:

- Experience in domestic services
- Strong written and oral communication, interpersonal and customer service skills
- Effective time management, organisational skills and attention to detail
- Demonstrated ability to work independently and as part of a team
- Commitment to attend compulsory training

##### Desirable:

- Knowledge and experience in the Aged Care environment
- Knowledge and experience with the operation of commercial equipment
- Solid understanding of infection control principles in relation to domestic services
- Basic computer skills

### CULTURAL FIT

In addition to the selection criteria outlined above, the successful applicant must be able to demonstrate they are committed to the genU Vision, Mission and Values and will bring a collegial approach to the genU workforce.

**POSITION:**

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genU values diversity and encourages applications from Aboriginal and Torres Strait Islanders, people with disabilities and from culturally and linguistically diverse backgrounds. genU is committed to making reasonable adjustments where operationally viable.

<b>INHERENT PHYSICAL REQUIREMENTS OF THIS POSITION</b>			
	<b>Frequency Required</b>		
	<b>Often</b>	<b>Sometimes</b>	<b>Rarely</b>
<b>Bending</b>	✓		
<b>Computer based tasks</b>		✓	
<b>Driving</b>			✓
<b>Kneeling</b>	✓		
<b>Lifting</b>	✓		
<b>Sitting</b>		✓	
<b>Standing</b>	✓		
<b>Walking</b>	✓		