

## Statement of Duties

<b>Position Title:</b> Domestic Services Officer	<b>Position Number:</b> Generic	<b>Effective Date:</b> June 2016
<b>Group and Unit:</b> Tasmanian Health Service (THS) - Complex, Chronic and Community Services		
<b>Section:</b> New Norfolk District Hospital	<b>Location:</b> South	
<b>Award:</b> Health & Human Services (Tasmanian State Service)	<b>Position Status:</b> Permanent/Fixed Term/Casual	
	<b>Position Type:</b> Full Time/Part Time/Casual	
<b>Level:</b> 3	<b>Classification:</b> Health Services Officer	
<b>Reports To:</b> Director of Nursing (New Norfolk)		
<b>Check Type:</b> Annulled	<b>Check Frequency:</b> Pre-Employment	

### Focus of Duties

- Clean specified areas within wards and other areas within the New Norfolk District Hospital (NNDH).
- Provide infection control cleaning as per Infection Control Policies and Procedures.
- Provide a catering support service in the preparation of food and delivery of patients' meals.

### Duties:

1. Clean and maintain a sterile environment within the facility and other associated areas as per cleaning policies and procedures.
2. Perform specialised Infection Control cleaning as per Infection Control Policies and Procedures.
3. Clean and maintain all equipment associated with food preparation according to food safety plan and hygiene requirements.
4. Assist with patient tray preparation, plating of meals and delivery within scheduled times and in accordance with food hygiene standards.
5. Participate in continuous quality improvement activities.
6. Ensure the front entrance and pathways to NNDH are cleaned and swept on a daily basis.
7. Remove rubbish from all areas of the facility and transfer to the designated rubbish area for collection.
8. Perform extra cleaning duties as required, including cleaning of walls and windows in all areas of the facility, and assist with unpacking and folding clean linen.
9. Adhere to the guidelines of the Food Safety Plan by completing the relevant documentation and signing off on daily procedures as required.

10. Undertake mandatory education according to the Food Safety Plan and Infection Control guidelines.
11. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
12. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

### **Scope of Work Performed:**

Regular supervision is provided by the Director of Nursing for the maintenance of a safe and congenial environment.

The Domestic Services Officer is expected to:

- carry out duties in a safe and efficient manner as per Infection Control and Work Health Safety guidelines and practices.
- observe hospital procedures, policies and food safety plans.
- ensure confidentiality and a high standard of service delivery.
- maintain a high standard of hygiene and cleanliness in practice and personally.
- ensure patients' meals are transported and delivered in an efficient manner.
- comply at all times with THS policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

### **Essential Requirements:**

*Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.*

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
  - a) crimes of violence
  - b) sex related offences
  - c) serious drug offences
  - d) crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

### **Selection Criteria:**

1. Previous catering and cleaning experience or ability to acquire same, with the capacity to

understand and safely operate catering, cleaning and laundry equipment utensils, and products.

2. Knowledge and skill in food presentation and delivery in accordance with food safety plan and correct dietary requirements, together with understanding of meal management required for people with feeding and swallowing difficulties, ensuring safe practice are maintained for modified food.
3. General knowledge of hospital routines, procedures and policies and food safety plan.
4. Awareness of correct and safe utilisation of catering and cleaning equipment, utensils, technology and products.
5. Awareness of Work Health and Safety guidelines, Infection Control and Continuous Quality Improvement.
6. Effective communication and interpersonal skills with the ability to work as part of a team with minimal supervision.
7. Well-developed organisational skills with the ability to exercise initiative, judgement, confidentiality and discretion.

### **Working Environment:**

The Department of Health and Human Services (DHHS) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health and human services system, and value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

*State Service Principles and Code of Conduct:* The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

*Fraud Management:* The Department of Health and Human Services and Tasmanian Health Service have a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Director HR Management and Strategy or to the Manager Internal Audit. DHHS and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

*Delegations:* This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. DHHS and the THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

*Blood borne viruses and immunisation:* Health Care Workers (as defined by DHHS and THS policy) with the Department of Health and Human Services and Tasmanian Health Service are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

*Records and Confidentiality:* Officers and employees of the Department of Health and Human Services and the Tasmanian Health Service are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

*Smoke-free:* The Department of Health and Human Services and the Tasmanian Health Service are smoke-free work environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.